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Customer Service Policies & Procedures

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PUEBLO CITY-COUNTY Library District

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Distinguishing characteristics between POLICIES and PROCEDURES, forms, and other information:

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Access to the Library Services

03.01.01 Hours of Operation

PCCLD provides services from its public libraries during the hours that meet the needs of the communities that each library serves and meets or exceeds the public library standards as defined by the Colorado State Library, as the budget permits. PCCLD's additional satellite locations may offer fewer hours.

Online services from PCCLD's web site are normally available 24 hours a day, 7 days a week.

PCCLD evaluates appropriate hours of operation for all of its services on an ongoing basis.

PCCLD's Board of Trustees will determine the days and daily hours of operation based on the recommendations of PCCLD's Executive Director. Regular and holiday schedules for the calendar year are posted on the Library's web site and at each library location. In the case of emergency closings, notice will be reported to the local news media and posted on the Library's web site.

See Also: [03.05.06.G1](#) *Satellite Partnership Guidelines*



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Access to Library Services

03.01.02 Internet Access and Wireless Use

PCCLD provides free access to the Internet. There is a daily time limit on customers using PCCLD computers. Customers using their own computers or mobile devices may access PCCLD's electronic resources from PCCLD's website remotely or via wireless access points within a PCCLD library without any time limitations.

All customers using PCCLD provided databases and computer software are responsible for adhering to applicable database and software licensing agreements including copying, downloading and viewing restrictions. Customers agree to abide by PCCLD's *Internet Access Agreement*.

To the extent possible, PCCLD upholds and affirms the right of adults to have access to constitutionally-protected materials. Customers accessing the Internet are responsible for complying with all applicable federal, state, and local laws and regulations. Prohibited content is defined by the Children's Internet Protection Act (CIPA) and the Colorado Revised Statutes, Article 90, Part 6, 24-90-601 through 24-90-606.

PCCLD uses filtering software on customers' access to the Internet in order to comply with the Children's Internet Protection Act (CIPA) and other applicable federal, state and local laws, statutes, and ordinances. PCCLD offers enhanced filtering for minors under the age of 18 and basic filtering for adults. Customers may request library staff to disable filtering temporarily to conduct research or for other lawful purposes on PCCLD provided public computers.

The blocking and unblocking of Internet sites for basic and enhanced filtering shall be described further in PCCLD's *Internet Access Agreement*. Customers may request that a site be blocked or unblocked by completing a *Citizen's Request for Change in Internet Access* form. Library staff will evaluate the site and notify the customer of the decision as promptly as possible.

Customers using PCCLD public use computers must agree to maintain the integrity of the computers. Unacceptable use includes, but is not limited to, using the Internet for any illegal purpose, transmitting obscene or threatening materials, and using the system in a manner that precludes or hampers its use by others.

See Also: [03.01.02.F1](#) *Internet Access Agreement*
 [03.01.02.F2](#) *Citizen's Request for Change to Internet Access*
 [03.01.02.F3](#) *Internet Consent Form - Permission for Minors to Request an Unfiltered Internet Session at the Library*
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Access to Library Services

03.01.02. F1 Internet Access Agreement

Customers logging onto PCCLD provided public library computers or the Internet are required to consent to the Internet Access and Wireless Use policy and the Internet Access Agreement before using the library's Internet services.

Policy

PCCLD provides free access to the Internet. There is a daily time limit on customers using PCCLD computers. Customers using their own computers or mobile devices may access PCCLD's electronic resources from PCCLD's website remotely or via wireless access points within a PCCLD library without any time limitations.

All customers using PCCLD provided databases and computer software are responsible for adhering to applicable database and software licensing agreements including copying, downloading and viewing restrictions. Customers agree to abide by PCCLD's *Internet Access Agreement*.

To the extent possible, PCCLD upholds and affirms the right of adults to have access to constitutionally-protected materials. Customers accessing the Internet are responsible for complying with all applicable federal, state, and local laws and regulations. Prohibited content is defined by the Children's Internet Protection Act (CIPA) and the Colorado Revised Statutes, Article 90, Part 6, 24-90-601 through 24-90-606.

PCCLD uses filtering software on customers' access to the Internet in order to comply with the Children's Internet Protection Act (CIPA) and other applicable federal, state and local laws, statutes, and ordinances. PCCLD offers enhanced filtering for minors under the age of 18 and basic filtering for adults. Customers may request library staff to disable filtering temporarily to conduct research or for other lawful purposes on PCCLD provided public computers.

The blocking and unblocking of Internet sites for basic and enhanced filtering shall be described further in PCCLD's *Internet Access Agreement*. Customers may request that a site be blocked or unblocked by completing a *Citizen's Request for Change in Internet Access* form. Library staff will evaluate the site and notify the customer of the decision as promptly as possible.

Customers using PCCLD public use computers must agree to maintain the integrity of the computers. Unacceptable use includes, but is not limited to, using the Internet for any illegal purpose, transmitting obscene or threatening materials, and using the system in a manner that precludes or hampers its use by others.

INTERNET ACCESS AGREEMENT

This global electronic network may contain materials which are out-of-date, illegal, controversial or offensive to individuals. Although PCCLD cannot assure the accuracy or currency of the information, easy links to selected sites are provided which are believed to be authoritative and reliable.

Customers must have a valid PCCLD library card to use Library Internet computers. There is a daily time limit for each customer using the computers.

The Library uses filtering software on Internet computers. It is used to assist in preventing access to sites which violate the Children's Internet Protection Act. The current **basic** filter blocks sites featuring pornography, sex, and nudity. The software also allows the library staff to override a block or to place a block.

It is strongly recommended that parents supervise their child's Internet sessions and let them know if there are materials which they should not access. Parents should also advise their children of safety and security issues when using the Internet, and warn them against the disclosure of personal information when using electronic mail, chat rooms and other forms of direct electronic communications. Library customers under the age of 18 have more restricted access to the Internet. For minors, the library's **enhanced** filter is set to block sites featuring pornography, sex, nudity, lingerie and swimsuits, illegal or unethical activities, web chat, racism/hate, illicit or unethical use of computer technologies, personal dating, and violence.

Customers may request library staff to disable filtering temporarily to conduct research or for other lawful purposes on PCCLD provided public computers that are not located in the Children's area of a library. Access to an unfiltered internet session from said computers is available upon request to customers aged 17 and older with a valid PCCLD library card or photo identification aged 17 or older. For minors aged 16 and under to obtain unfiltered access, a parent or legal guardian must be present at the Library to complete an [03.01.02.F3 Internet Consent Form](#) that grants permission for their children to request and receive an unfiltered session on PCCLD's filtered computers. This form can be completed at library service desks.

Customers may also request changes in access to specific sites. Customers wishing reconsideration of sites should complete a [03.01.02.F2 Citizen's Request for Change in Internet Access](#) form. This form is available online and at library service desks. Library staff will evaluate the site in light of the customer's request and notify the customer of the decision. If individuals are not satisfied with the action taken, they may appeal to PCCLD's Executive Director.

It is the responsibility of the user to respect copyright laws and licensing agreements, and to assume responsibility for payment for any fee-based service.

Acceptable use includes respect for the privacy of other users and to maintain the integrity of the computer system.

Unacceptable use includes using the Internet for any illegal purpose, transmitting obscene or threatening material and using the system in a manner that precludes or hampers its use by others.

Failure to abide by PCCLD's policy on Internet Access and Wireless Use and this *Internet Access Agreement* may result in the loss of Internet privileges.

Policy Reference: [03.01.02](#) *Internet Access and Wireless Use*

See Also: [03.01.02.F2](#) *Citizen's Request for Change to Internet Access*
 [03.01.02.F3](#) *Internet Consent Form – Permission for Minors to Request an Unfiltered Internet Session at the Library*

CITIZEN'S REQUEST FOR CHANGE TO INTERNET ACCESS

100 E. Abriendo Ave.
Pueblo, CO 81004-4290



Your name (optional):

Address:

City:

Zip:

Phone:

The following site(s) should be accessible on library computers, as access to the site does not violate library policy.

Web site address(es):

The following site(s) should be blocked from access on library computers, as access to the site violates library policy.

Web site address(es):

Send completed form to: IT Manager

PUEBLO CITY-COUNTY LIBRARY DISTRICT

100 E. Abriendo Ave.
Pueblo, CO 81004-4290



Internet Consent Form

Permission for Minors to Request an Unfiltered Internet Session at the Library

I understand that the library uses filtering software on Internet computers available to the public, and this software may block materials that my child may find useful.

I have reviewed the information provided to me by the library concerning access to the Internet offered by the Pueblo City-County Library District and the policies of library. I understand the issues surrounding use of the Internet, and I hereby give permission to my child listed below to use the library's facilities and equipment to gain access to the Internet and to be able to request and receive an unfiltered Internet session on PCCLD provided public computers that are not located in the children's area of a library.

I accept full responsibility for any material found through the library's Internet connection which I or my child may find objectionable. I agree to hold the library, the library staff, and the members of the Board of Trustees harmless for such material accessed by my child.

I, _____ affirm that I am the parent or legal guardian of
(Please Print)

the minor child listed below.

Name: _____
(Please Print)

Library Card #: _____

Signed: _____ Date: _____
Parent or Legal Guardian

Witnessed by: _____ Date: _____
Library Service Desk Staff

Completed, signed form is to be kept by the minor child and presented to library staff with the child's library card each time the child requests an unfiltered Internet session.



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Access to Library Services

03.01.02.P1 Requests for Unfiltered Internet Access

PCCLD uses filtering software on Internet computers to assist in preventing access to sites which violate the Children's Internet Protection Act (CIPA). All PCCLD Internet computers have **basic** filtering which blocks sites featuring pornography, sex, and nudity. The software also allows the library staff to override a block or to place a block.

Library customers under the age of 18 have more restricted access to the Internet. For minors, the library's **enhanced** filter is set to block sites featuring pornography, sex, nudity, lingerie and swimsuits, illegal or unethical activities, web chat, and racism/hate, illicit or unethical use of computer technologies, personal dating, and violence.

Customers may request library staff to disable filtering temporarily to conduct research or for other lawful purposes on PCCLD-provided public computers that are not located in the children's area of the library. Staff cannot disable the filter for customers using their own computers or mobile devices to access PCCLD's Internet.

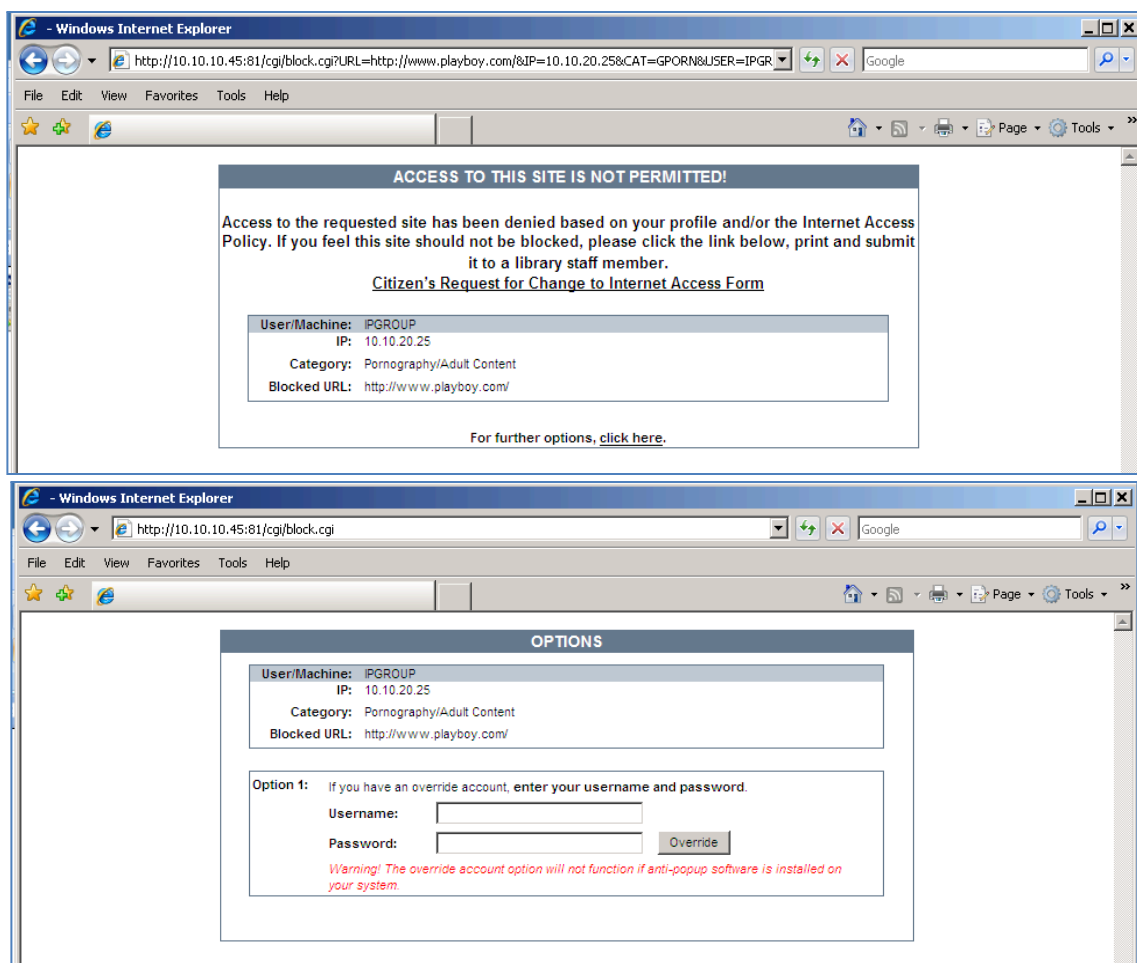
- Access to an unfiltered Internet session is available upon request to customers aged 17 and older with a valid PCCLD library card or photo identification showing proof of age.
- For minors aged 16 and under to obtain unfiltered access, a parent or legal guardian must complete an [03.01.02.F3 Internet Consent Form](#) that grants permission for their child to request and receive an unfiltered Internet session. This form can be completed at library service desks. After the *Internet Consent Form* has been signed by the parent or legal guardian, library staff will disable the Internet filter for the child for that Internet session. Each time a child requests a subsequent unfiltered Internet session, it is the responsibility of the child to present the completed form with the child's library card to authorize library staff to disable the filter.

Customers may also request changes in access to specific sites. Customers wishing reconsideration of sites should complete a [03.01.02.F2 Citizen's Request for Change of Internet Access](#) form. This form is available online and at library service desks. Library staff will evaluate the site and notify the customer of the decision.

Temporarily Disabling the Internet Filter

Before library staff can disable the filtering software, the customer's age should be verified using the customer's library card profile. Visiting customers without a PCCLD library card must present photo identification showing a date of birth to verify age. For minors (age 16 and under) to request and receive an unfiltered Internet session, the parent or legal guardian must have completed an *Internet Consent Form*.

The customer requesting library staff to disable an Internet Filter will have encountered the screen shown here:



The customer may have already searched for further options as shown above and reached the following screen requesting a Username and Password.

Each public service desk has been issued a secure Username and Password to enable library staff to temporarily disable the filtering software blocking the requested Internet site. PCCLD's Information Technology staff also has access to the Username and Password for each service desk.

After the library staff member disables the filter, the customer will have unfiltered Internet access for the remainder of that Internet session only. Subsequent requests for unfiltered access will require the customer to request library staff to repeat the process or request a permanent change to Internet access as described below.

Filters on public computers in the children's area of the library will not be disabled for any reason.

Permanent Changes to the Internet Filter

Customers (adults and minors) may request that a specific web site on library computers be permanently blocked or made accessible using the [03.01.02.F2 Citizen's Request for Change to Internet Access](#). The form is available online or at public service desks. The completed form should be sent to Information Technology Manager who will make a determination whether the adjustment requested will be made.

The site will be evaluated, and the customer will be notified of the decision. If individuals are not satisfied with the action taken, they may appeal to PCCLD's Executive Director.

Policy Reference: [03.01.02](#) *Internet Access and Wireless Use*

See Also: [03.01.02.F1](#) *Internet Access Agreement*
 [03.01.02.F2](#) *Citizen's Request for Change to Internet Access*
 [03.01.02.F3](#) *Internet Consent Form – Permission for Minors to Request an
 Unfiltered Internet Session at the Library*



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ACCESS TO LIBRARY SERVICES

03.01.03 Public Computers and Other Equipment Use

PCCLD provides computer workstations and other self-service technology equipment for public use at each library location. Computer workstations include free access to the library's online catalog, electronic databases, various software applications, and the Internet. Other technology equipment provided includes, but is not limited to, microfilm readers, assistive technology devices for individuals with disabilities, fee-based printers and photocopiers, and laptops, Chromebooks and tablets

Customers must have a valid PCCLD library card or a temporary visitor's pass to use the library's computers. Some specialized equipment, at the discretion of the Executive Director or their designee, may have additional requirements in order to use the equipment. A daily time limit is set for each customer using the computers.

See Also: [03.01.02](#) *Internet Access and Wireless Use*



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Access to Library Services

03.01.03.G1 Public Computers and Other Equipment Use Guidelines

Customers may use computers at all Pueblo City-County Library District libraries. All public desktop computers are equipped with Internet Access and Microsoft Office 2016. All Chromebooks are equipped with Internet Access and an open office extension. Computer sessions are limited to 60 minutes, but time extensions may be granted, pending computer availability.

While using the library's public computers, excessive sound levels including talking on a cell phone in close proximity to others is not allowed. Use of earbuds or headphones is required.

Copies may be made using the library's printers, photocopiers or microfilm readers for a fee.

Only software owned and installed by PCCLD may be run on the library's public computers.

Files or software can be downloaded from the Internet or saved to customer-provided media storage devices when such activity is in compliance with all United States copyright laws or database licensing agreements.

USB ports on public computers can be used to connect a customer-owned storage device. Compatible USB storage media devices and earbuds may be purchased at the library's customer service desk. Customer-owned headphones may also be used where headphone jacks are easily accessible.

Computer workstations may not be physically moved to manipulate cords or USB devices. Chromebooks may be used throughout the library in the location of the patron's choosing.

See Also: 03.01.03 *Public Computers and Other Equipment Use*
 03.02.05.S1 *Library Fee Schedule*



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Access to Library Services

03.01.03.G2 Temporary Visitor Pass Guidelines

Residents in PCCLD's service area are expected to register for a library card to use PCCLD's public use computers. Colorado residents living outside of PCCLD's service area may be eligible to apply for a nonresident library card through the Colorado Libraries Collaborate (CLC) program. Non-resident library card holders have the same access to PCCLD's public computers as resident library card holders and do not need to obtain a temporary visitor pass.

Visitors to PCCLD's libraries who are in Pueblo County for a short period of time or who are not eligible to obtain a PCCLD library card may request a temporary visitor pass at any library service desk. This pass can only be used for single-session access to PCCLD's public computers. The temporary visitor pass cannot be used to check out or download PCCLD library materials. Customers are advised not to use the temporary visitor pass in lieu of their own library card. Customers logging in on a PCCLD computer with a visitor pass are subject to a session time limit of up to 60 minutes. Temporary visitor passes may also be issued to customers to provide additional computer time after a system outage or to accommodate a customer's special needs.

All customers logging onto PCCLD computers using a temporary visitor pass are required to consent to follow PCCLD's Internet Access and Wireless Use policy and Internet Access Agreement before they can use the library's public computers. Upon request, the library's Internet filter can be temporarily disabled for adult customers (17+) logged onto the Internet with a temporary visitor pass with verification of age. (See [03.01.02.P1 Requests for Unfiltered Internet Access](#)).

Anyone may use their own computer or mobile devices to access PCCLD's wireless Internet service free of charge without any time limitations. A temporary visitor pass is not required to obtain the library's wireless Internet service. Access to an unfiltered wireless network may be provided by staff to adults with a valid library card or photo identification verifying they are over 17 years of age.

See Also:

03.01.02	<i>Internet Access and Wireless Use</i>
03.01.02.P1	<i>Requests for Unfiltered Internet Access</i>
03.01.03	<i>Public Computers and Other Equipment Use</i>
03.02.01	<i>Library Cards</i>
03.02.04	<i>Circulation of Materials</i>



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Access to Library Services

03.01.03.G3 Assistive Technology Equipment Guidelines

Auxiliary aids and interpreter services are available to individuals with disabilities upon request. Customers may ask library staff for assistance.

Video magnifiers that can display books, magazines, newspapers, and other printed materials up to 50 times their original size on a television-like screen are available for customer use at the Rawlings Public Library and the Pueblo West Library.

Training materials, assistive technology workstation tips sheets, and assistive listening device use instructions are available at the staff service desks at the Rawlings Public Library. Customers may schedule a general workstation or assistive technology equipment orientation session with a trained volunteer on an appointment basis. Customers may call 719/562-5656 to set up an appointment or express an interest in volunteering to help other customers to learn how to use the library's assistive technology.

To schedule the use of auxiliary aids or interpreter services for a library event or program, customers will need to notify the library's meeting room coordinator at 719/553-0226 at least one week in advance.

The following assistive listening devices and assistive technology workstations are available for customer use at the Rawlings Public Library:

Assistive Listening Devices – Customers may ask staff at the Customer Service Desk (1st floor) for assistance locating a device that best suits the customer's needs. Each of the following devices is compatible with telecoil equipped hearing aids (works also without hearing aids).

- Williams Sound Pocketalker Pro – Portable handheld amplifier for one-on-one or small group conversations that simultaneously minimizes background noise.
- William Sound amplification system – installed in the Ryals meeting room and InfoZone Theater (4th floor) to improve the audibility of meetings, special events, and movie screenings. Mobile wireless units are also available for use in other meeting rooms and for scheduled library tours and children's story hours

Visual/Mobility Assistance Workstation (AT1) – 3rd Floor – Special Collections

- JAWS screen reading software
- OpenBook scanning screen reading software
- ZoomText screen magnifying software
- Dragon Naturally Speaking speech recognition software
- Power adjustable table / ergonomic chair
- Large print / ergonomic keyboard
- BigTrack trackball mouse

Learning / Reading Assistance Workstation (AT2) – 1st Floor - Youth Services

- Read & Write Gold text-to-speech literacy software
- WYNN Wizard text-to-speech literacy software
- Dragon Naturally Speaking speech recognition software
- Power adjustable table / ergonomic chair
- Large print / ergonomic keyboard
- BIGtrack trackball mouse

Supercom 4400 TTY – 2nd Floor – Reference and Readers Advisory desk

- Telecommunication device for the deaf (TDD) for library staff to use to communicate with customers who also use a TTY. Customers may call 719/553-0236 (TDD) to communicate with the library staff at the desk.

The above equipment was purchased with federal funds from a Library Services and Technology Act grant and supplemented by donations from the individuals in the community and from a donation by the Friends of the Pueblo City-County Library District.

Policy Reference: [03.01.03](#) *Public Computers and Other Equipment Use*
 [03.01.05](#) *Americans with Disabilities Act (ADA)*

See Also: [03.01.03.F1](#) *Assistive Listening Equipment Request Form (1st floor)*
 [03.01.03.F2](#) *Assistive Listening Equipment Request Form (4th floor)*



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Access to Library Services

03.01.03.S1 Public Computer Use Schedule

Public Computer	Location	Availability for Reservation	Time Limits
Express Computers	Rawlings (1 st and 2 nd Floor) Barkman & Lamb Libraries	No	30 min 15 min
Game Computers	Rawlings (Youth Services, 1st Floor) Barkman, Lamb & Pueblo West Libraries	No	60 min
Computer Workstations	Rawlings (Youth Services, 1st Floor) Rawlings (Teen Central, 2 nd Floor) Rawlings (Special Collections, 3 rd Floor) Barkman and Lamb Libraries Pueblo West Library (Youth Area)	Yes, up to 7 days before use	60 min
Computer Workstations	Rawlings (Adult Services, 2 nd Floor) Pueblo West Library (Adult/Teen Areas)	Yes, up to 7 days before use	90 min
Audio/Visual Computers	Rawlings (Teen Central 2 nd Floor)	Yes, up to 7 days before use	90 min
Visual/Mobility Assistance Workstation - AT1 Learning / Reading Assistance Workstation - AT2	Rawlings (Special Collections, 3 rd Floor) Software: Dragon Naturally Speaking, JAWS, OpenBook, and Zoom Text Rawlings (Youth Services, 1 st Floor) Software: Dragon Naturally Speaking, WYNN Wizard, and Read and Write Gold Equipment Available: Power Adjustable Table, Wide Screen Monitor, Large Print Keyboard, BIGtrack Mouse, Scanner, and a Microphone/Headset	Yes, up to 7 days before use	60 min
Library staff login assistance is required for the following workstations:			
Genealogy / Nonprofit Workstations	Rawlings (Special Collections, 3 rd Floor)	No	Varies, 1 to 5 hours

Note: All public computers are equipped with Internet Access and Microsoft Office 2007.



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Access to Library Services

03.01.04 Customer Comments

Customer comments are an important part of providing excellent library services. PCCLD welcomes questions and comments about its programs, services, and other library-related matters.

Customers may communicate their observations about the library to staff. Library staff will explain library policy and procedures, or refer comments and questions, as appropriate, to PCCLD's Executive Director or their designee.

The Executive Director appreciates all customer feedback, and will respond appropriately and in a timely manner.

Pursuant to C.R.S. 24-6-402 of the Colorado Sunshine Act, members of the public are welcome to attend any public meeting of the PCCLD Board of Trustees, including its regular meetings and work sessions, either as observers or to address the Board during the public comment portion of each meeting.

See Also:

03.01.05	<i>Americans with Disabilities Act (ADA)</i>
03.01.05.P3	<i>Grievances Concerning Services for People with Disabilities</i>
03.01.05.F1	<i>Customer Concern Form (ADA)</i>




Library District

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Access to Library Services

03.01.04.F1 Comment Form

The *Comment Form* below is designed as a communication tool to give customers an opportunity to express ideas, concerns, opinions or suggestions. This form is available for citizens at each PCCLD library. Customers will be contacted by PCCLD's management in a timely manner if a customer requests to be contacted.

 PUEBLO CITY-COUNTY
Library District

**Thank you for using our library.
We welcome your ideas and opinions.
Please write down your suggestions and
place this form in the suggestion box.**

Library Branch _____ Date _____

Optional:

Name_____

Address

Phone _____ email _____

Would you like us to contact you? YES NO

Customers may also use the library's *AskUs* service to submit feedback online by visiting <https://www.pueblolibrary.org/AskUs>.



Got a question?
ASK US



EMAIL

Submit form 719-562-5600



PHONE



CHAT

SUBMIT A QUESTION

Name *

Library Card Number

Email *

Question or Comment *

350 character(s) remaining

ASK



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Access to Library Services

03.01.05 Americans with Disabilities Act (ADA)

PCCLD provides equal access to all library facilities, programs and activities in adherence to the Americans with Disabilities Act (ADA) and other applicable federal, state and local laws, statutes, and ordinances.

Accommodations are provided for physical access, communications or other needs that ensure PCCLD's programs and services are available for people with disabilities. Library materials are provided in various formats and, to the extent possible, the use of assistive technology is provided to assist customers in using the library's resources.

Customers with service animals are welcome in areas where pets or animals are not normally permitted.

Questions about ADA compliance or suggestions about accessibility of library facilities, programs or activities should be addressed to PCCLD's Executive Director or their designee.

See Also:	02.02.00	<i>Equal Employment Opportunity (EEO) Policy (Employee Guidelines)</i>
	02.02.02	<i>Disability Accommodation (Employee Guidelines)</i>
	03.01.05 S1	<i>Accessibility Statement</i>
	03.01.05 P1	<i>Assistive Technology Equipment Procedures</i>
	03.01.05.P2	<i>Assistive Listening System (ALS) Procedures - Rawlings</i>
		<i>Meeting Rooms and Ryals Grand Event Space</i>
	03.01.05.P3	<i>Grievances Concerning Services for People with Disabilities</i>
	03.01.05.F1	<i>Customer Concern Form (ADA)</i>
	03.04.01.P1	<i>Colorado Talking Book Library</i>
	03.04.03	<i>Library Outreach Services</i>



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Access to Library Services

03.01.05 ST1 Accessibility Statement

PCCLD is committed to making its information and communication technologies accessible to all. We strive to provide an inclusive and barrier-free experience for individuals with disabilities, in compliance with the Colorado Governor's Office of Information Technology (OIT) *Rules Establishing Technology Accessibility Standards (8 CCR 1501-11)*. PCCLD includes accessibility throughout our internal policies and procedures, staff training, digital content creation, and ongoing screening to ensure accessibility guidelines are being followed and to correct any new accessibility issues that are identified. PCCLD also provides access to Assistive Technology Equipment and interpretive services upon request.

We are committed to:

- 1) **Accessibility Standards:** Our website complies with standards defined in the Web Content Accessibility Guidelines (WCAG). These guidelines explain how to make web content more accessible for people with disabilities and are widely recognized as the benchmark for accessibility. Meeting accessibility standards is an ongoing process and PCCLD will continue to work toward increasing the accessibility of our site. Throughout this website, we make use of some third-party websites, which are not controlled by PCCLD. We therefore cannot guarantee that those websites will be in conformance with WCAG or comply with the accessibility requirements set forth by applicable law.
- 2) **Ongoing Efforts:** We are continuously working to improve the accessibility of all information and communication technology (ICT) provided by PCCLD to ensure an inclusive experience for all users. This includes but is not limited to our website, applications, kiosks, digital signage, digital documents, video, audio and third-party tools. As technology evolves and accessibility standards continue to develop, we will strive to implement new features and enhancements to improve the accessibility of our ICT.
- 3) **User Feedback:** We welcome feedback on the accessibility of our website and digital content. We also welcome requests for accommodations to any PCCLD services and suggestions on how we can improve accessibility for users with disabilities. We aim to respond to comments and requests within 5 business days. Patrons are invited to complete a *Customer Concern Form (ADA)* at any library customer service desk or by contacting the Manager of the Rawlings Library and Customer Experience at (719) 532-5648 or via email: accessibility@pueblolibrary.org.



PUEBLO CITY-COUNTY Library District

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Access to Library Services

03.01.05.P1 Assistive Technology Equipment Procedures

Auxiliary aids and interpreter services are available to individuals with disabilities upon request. To schedule the use of auxiliary aids or interpreter services for a library event or program, customers need to notify the Manager of the Rawlings Library and Customer Experience at least one week in advance by emailing: accessibility@pueblolibrary.org or calling (719) 562-5648.

Video magnifiers that can display books, magazines, newspapers, and other printed materials up to 50 times their original size on a television-like screen are available for customer use at the Rawlings Public Library and the Pueblo West Library.

Training materials, assistive technology workstation tips sheets, and assistive listening device use instructions are available at the staff service desk in the User Services Department (2nd FL) at the Rawlings Public Library. Customers may use the assistive technology workstation on a first-come, first-served basis. Please see library staff at the 2nd FL service desk to access the workstation.

The following assistive listening devices and assistive technology equipment is available for customer use at the Rawlings Public Library:

Assistive Listening Devices

Customers may request assistive listening devices to improve the audibility of meetings, special events and programs. These devices are compatible with an Assistive Listening System that uses an FM frequency in all 1st floor meeting rooms and the Ryals Grand Event Space. These devices may be acquired from the staff at the 1st floor Customer Service Desk or from 4th floor Event Staff and may be used with or without hearing aids.

Assistive Technology Workstation

- JAWS screen reading software
- Ai Squared ZoomText 11 screen magnification and screen reading software
- Nuance Dragon 15 speech recognition software
- Power adjustable table / ergonomic chair
- Large print / ergonomic keyboard

Zoom Assistive Phones are also available at all library locations.

- Details

See Also:

03.01.03	<i>Public Computers and Other Equipment Use</i>
03.01.05	<i>Americans with Disabilities Act (ADA)</i>
03.01.03.P2	<i>Assistive Listening System (ALS) Procedures - Rawlings Meeting Rooms and Ryals Grand Event Space</i>



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ACCESS TO LIBRARY SERVICES

03.01.05.P2 Assistive Listening System (ALS) Procedures - Rawlings Library Meeting Rooms and Ryals Grand Event Space

Assistive listening systems (ALS) are available in Rawlings Meeting Rooms and in the Ryals Grand Event Space. This equipment may be used for special events, training sessions, and group meetings and/or library story times in the Rawlings Public Library only.

To access ALS equipment for 1st floor meeting rooms, please visit the customer service desk on the first floor of the Rawlings Library. In order to use this equipment in the Library, the patron should:

- 1) Select the desired kit:
 - Kit I: includes receiver and neck loop (for use with personal hearing devices)
 - Kit II: includes receiver and headphones/earpiece
- 2) Use a Pueblo City-County Library District card to check out an ALS kit. If the patron does not have a library account, a photo ID will be retained at the service desk while the kit is in use. Upon return of all issued equipment to the service desk, the ID will be returned.
- 3) Return the ALS kit to the service desk at the conclusion of the meeting or event to check in the equipment.

In order to use this equipment in Ryals Grand Event Space, the patron should:

- 1) Ask Event Staff in the Ryals Grand Event to provide an ALS kit to use during the event.
- 2) Immediately after use, return equipment to Event Staff.

NOTICE:

- Conversations that are broadcast by the Library's transmitters are on an FM band frequency, and they are intended for the general public to hear. If the program participants have their own listening devices that can receive FM signals, they may be able to use them instead of the Library's equipment.
- If you have a pacemaker or other medical device, make sure that you are using this equipment in accordance with safety guidelines established by your physician or the pacemaker manufacturer.



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ACCESS TO LIBRARY SERVICES

03.01.05.P3 Grievances Concerning Services for People with Disabilities

PCCLD makes its services, facilities, programs, and accommodations accessible to all citizens, including those with disabilities. Individuals who wish to discuss their access to library service or register a complaint concerning access are invited to complete a *Customer Concern Form (ADA)* at any library customer service desk or by contacting the Manager of the Rawlings Library and Customer Experience at (719) 532-5648 or via email: accessibility@pueblolibrary.org. We aim to respond to comments and requests within 5 business days.

See also: 03.01.05 S1 *Accessibility Statement*
 03.01.05.F1 *Customer Concern Form (ADA)*



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ACCESS TO LIBRARY SERVICES

03.01.05.P4 Service Animals

Customers with service animals are welcome in areas where pets or animals are not normally permitted in adherence to the Americans with Disabilities Act (ADA) and other applicable federal, state and local laws, statutes, and ordinances.

There is often confusion about the differences between service animals and companion, assistance or emotional support animals in the library. The following information is provided to clarify those differences.

Service Animals

Service animals are allowed in the library. A service animal is defined by Federal and Colorado law as a dog (or miniature horse) that has been individually trained to perform a specific task or service for a person with a disability. A service animal is considered an extension of a person with a disability and is allowed in any place that is open to the public.

Requirements for service animals:

- The animal (dog or miniature horse) must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices.
- The animal must be under the handler's control and housebroken.
- The animal must be defined as a service animal.

By law, there are only two questions that staff may ask the owner of the animal:

- 1) Is this a service animal required because of a disability?
- 2) What work or task has the animal been trained to perform?

If a patron claims that the animal is a service animal and the animal has met the above criteria, there should be no need for further intervention.

Owners of service animals are NOT required to:

- present "proof" that the animal is a service animal
- make the service animal demonstrate a service task
- wear a vest or other identifier

Service Animals In Training and Emotional Support Animals

Service animals “in-training” and emotional support animals are not regarded as service animals and are not permitted in the library. If a person brings a companion or emotional support animal into the library, the animal owner will be asked to remove the animal and the customer may return without the animal.

Customer Complaints

If a customer complains about a service animal's presence in the library (i.e. allergies) the customer making the complaint should move to another location in the library or come back to the library at a later time.

If a customer with a service animal wishes to discuss their access to library service or register a complaint concerning access, they are invited to complete a *Customer Concern Form (ADA)* at any library customer service desk or by contacting the Manager of the Rawlings Library and Customer Experience at (719) 532-5648 or via email: accessibility@pueblolibrary.org.



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ACCESS TO LIBRARY SERVICES

03.01.05.F1 Customer Concern Form (ADA)

It is the policy of the Pueblo City-County Library District to provide equal access to all library facilities, programs and activities in adherence to the Americans with Disabilities Act (ADA) and other applicable federal, state and local laws, statutes, and ordinances. If a disability prevents you from fully using our facility or enjoying our services and programs, we would like to understand the problem, or your concern, and hear your feedback about how we can serve you better.

PLEASE DESCRIBE THE NATURE OF THE PROBLEM YOU HAVE ENCOUNTERED OR YOUR CONCERNS

PLEASE DESCRIBE WHAT WE COULD DO TO SOLVE THE PROBLEM AND/OR PROVIDE EQUAL ACCESS

If your concern or problem requires special equipment of some kind, please state where it can be purchased, if you have that information.

Name: _____ Date: _____

Address: _____ Phone: _____

Email: _____

ORIGINAL FORM TO: Manager of Rawlings Library and Customer Experience

COPY TO: Associate Director of Public Services



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ACCESS TO LIBRARY SERVICES

03.02.01 Library Accounts

PCCLD library accounts (or cards) are free to applicants who reside, work, attend school or own property within Pueblo County. PCCLD also offers reciprocal borrowing privileges for residents of the State of Colorado as a member of Colorado Libraries Collaborate (CLC).

Library account holders will need their account information or a picture ID to borrow library materials.

Individuals issued a library account are responsible for:

- The return of all materials borrowed on their account
- Payment of fees for lost or damaged materials
- Reporting a lost or stolen card immediately
- Updating contact information on their account
- Any charges incurred as the result of lending their card, account details, or library materials to another.

Parents or legal guardians of account holders are responsible for the items listed above on minor accounts that parents or legal guardians create for minors under the age of 18. There is no age requirement to obtain a library card. Library accounts (or cards) remain valid until canceled at the customer's request or when purged by the library after a period of inactivity.

Registration for a library card is to verify the account holder resides, works, attends school or owns property within Pueblo County and collects contact information and to acknowledge responsibility for library materials checked out on an account. Library account holders acknowledge that use of the card or account gives the account holder free access to materials, equipment, and services that otherwise would not be available to meet the customer's needs.

Library accounts (or cards) may also be necessary for access to online library services.

See Also: [03.02.02](#) *Confidentiality of Library Customer Records*



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Use of Materials

03.02.01P1 Library Account Procedure

The Pueblo City-County Library District offers many different account types to remove barriers and facilitate equitable access to library users. Users are allowed to create one library account per person.

Online registrations: By signing up for a library account on our website, users will have sixty (60) days of access to our digital collections. These accounts will expire and require in-person registration to borrow from our physical collection. Required information: first and last name, and date of birth.

Resident account: Issued to applicants who reside, work, attend school or own property within Pueblo County. Required information: first and last name and date of birth. Verification of a resident account requires in-person registration with a government issued photo ID, which includes the applicant's name, date of birth, and current address. If the address is not current or not available on the photo ID, a second piece of proof of residency may be required. Resident accounts are also available for minors under the age of eighteen who reside, work, attend school or own property within Pueblo County, or whose parent/guardian reside, work, attend school or own property within Pueblo County. Required information is first and last name, and date of birth. Verification of a minor's account requires in-person registration with a parent or guardian and minor present. The parent or guardian will provide their government issued photo ID, which includes the parent or guardian's name, date of birth, and current address. If the address is not current or not available on the photo ID a second piece of proof of residency may be required. Both parent/guardian and minor must be present to verify a library account. The parent or guardian account must be in good standing to create a minor account. *(Some accounts and locations may have special designations or prefixes for special user groups or account types, such as COHS, or CSUP, but adhere to the same borrowing rules.)*

Organizational account: Issued to an institution, company, center, establishment or association that is either for-profit or non-profit, and has more than five (5) employees, members, partners, or associates. The individual applying for the account must have the authority to accept financial responsibility on behalf of the applying organization. Applications for an organizational account are found in the Circulation Forms folder on the O drive, the application must list the names of any authorized users, and will be turned in to the circulation manager. Organizational accounts expire after one (1) year.

Temporary accounts: Issued to adult or minor applicants who reside, work, attend school or own property within Pueblo County. Required information includes first and last name and date of birth. Temporary accounts provide ninety (90) days of access to digital library collections and two physical items at a time. These accounts require in-person registration but do not require verification. Accounts may be extended ninety (90) days at a time.

Non-resident accounts: are available for minors or adults who reside within the State of Colorado. As a member of CLC, Pueblo City-County Library District offers non-residents the same lending privileges that Pueblo County resident users are allowed, including physical items, subscriptions and digital items, except where vendors limit our ability to share resources. Verification of a minor's account requires in-person registration with a parent or guardian and minor present. The parent or guardian will provide their government issued photo ID, which includes the parent or guardian's name, date of birth, and current address. If the address is not current or not available on the photo ID a second proof of residency may be required. The parent or guardian account must be in good standing to create a minor account. Both parent/guardian and minor must be present to verify a library account.

Student accounts: Public library school cooperative program or Connect Ed enrollments occur through annual school enrollments. Parents or guardians may opt students in or out during school registration paperwork, and the accounts do not require a guarantor. Application requirements include first name, last name, and date of birth. Contact information and residency details will be updated using school enrollment details.

Public library school cooperative program accounts offer students at participating schools online access to databases, e-materials, and items from local library locations including:

Up to five (5): books, books on CD, Playaways, Playaway book packs, magazines and puppets for 21 days.

One (1): DVD, CD, or Playaway View for 7 days.

Using Public library school cooperative program accounts:

There are no cards required to use these accounts, borrowers will use their library account number and pin to borrow materials. The library account number includes the district or charter school abbreviations, such as D60, D70 or PSAS, plus the school ID number (example: D60123456). The student's eight-digit date of birth is the pin number (example 01102010).

Homebound accounts: Homebound accounts offer extended borrowing times of thirty (30) days for all item types for patrons who are physically unable to access library services. The homebound service coordinator works with volunteers who pick up and drop off library materials for patrons monthly. The homebound service coordinator is available by calling (719) 562-5600, or an application for homebound services is available on the library website.

Special accounts: On a case-by-case basis, library account holders may be allowed to use a special account status designating limited borrowing privileges. Special accounts are intended to allow longer access than a temporary account provides, while limiting the account to five (5) items at one time.



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Use of Materials

03.02.02 Confidentiality of Library Customer Records

PCCLD supports and complies with the Colorado Library User Records Privacy ACT ([C.R.S. 2016, 24-90-119](#)), the [American Library Association's Policy on Confidentiality of Library Records](#) and the [Colorado Association of Libraries Statement on Intellectual Freedom](#) with respect to the confidentiality of library records. All library records relating to a customer's use of the library and its resources are confidential.

Customer records may be consulted and used by library staff in the course of carrying out library operations. Personal information contained in customer records will also not be sold, leased, or otherwise shared with any other organizations or outside parties except in the carrying out of library operations.

Additional instances that PCCLD shares customer information as defined by [C.R.S. 2016, 24-90-119](#):

- With additional parties when an account holder issues a request or provides written consent
- As required by law enforcement agencies with a subpoena or court order
- With a parent or legal guardian who holds authority over the account or is in possession of the physical card.

See Also: [03.02.03](#) *Personal Identifying Information*
 [03.08.01.R1](#) *Resource Documents: Confidentiality of Library Records, ALA Policy*
 [03.08.01.R1](#) *Resource Documents: Statement on Intellectual Freedom (Colorado Association of Libraries)*



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Use of Materials

03.02.03 Personal Identifying Information

PCCLD supports the protection of individual privacy and minimizes the collection of personally identifiable information in compliance with Colorado Amended Statute [24-73-101](#).

PCCLD collects personal identifying information from its customers to include their name, address, telephone number, email address and date of birth, library barcode number, items requested, borrowed or placed on hold, fee and payment history, as well as registration for library classes and events.

Data that PCCLD collects and uses are considered Personal Identifying Information (PII) and specific combinations of data are defined as Personal Information (PI) by Colorado State Law. Both PII and PI are protected information.

Paper or electronic documentation containing personal identifying information which is not used or no longer needed shall be destroyed by shredding, erasing, or otherwise modifying the personal identifying information in the paper or electronic documents to make the personal identifying information unreadable or indecipherable through any means, prior to disposal.

See Also: [03.02.02](#) *Confidentiality of Library Customer Records*



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Use of Materials

03.02.04 Circulation of Materials

Library materials will be loaned to customers who have a valid PCCLD library account (or card) for the established loan periods. Some specialized materials may have additional checkout requirements in addition to having a PCCLD library account (or card). Materials that are not returned by the due date will be subject to overdue fees, processing fees, and recovery or replacement fees.

The PCCLD Board of Trustees delegates to the Executive Director or designee the authority for establishing loan periods, overdue fees, renewal limits and hold limits.

Borrowing privileges may be revoked if PCCLD policies and procedures are abused. Abuse includes but is not limited to failure to return materials, failure to pay fees that exceed an amount established by PCCLD, or failure to pay for lost or damaged library materials or property.

PCCLD is not responsible for any damage or loss to borrowers including property damage that is sustained as a result of using, borrowing, or consulting PCCLD library materials.

In the case of minors, anyone under the age of 18, any restrictions placed on the selection or use of materials in the collection is the responsibility of the parent or guardian of such minors.

See Also: [03.02.01](#) *Library Accounts*

CUSTOMER SERVICE – Use of Materials
Circulation of Materials

Adopted: 06-23-2011
Revised: 06-24-2022
03.02.04



PUEBLO CITY-COUNTY

Library District

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Use of Materials

03.02.04P1 Request to Hold Materials Procedure

Library customers may request material by asking that it be placed on hold, or the hold may be placed online. The first copy to become available will be held for the customer, at any library location, and the customer will be notified by email or phone when the item is available. Material will be held nine (9) days for the customer. The number of holds a customer may place is limited to 50 per item type.



PUEBLO CITY-COUNTY Library District

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Use of Materials

03.02.04.S1 Loan Period and Overdue Fee Schedule

Material Type	Loan Period	Limit	Hold Limit	Renewals	Overdue Fees per item	Grace Period
Books	21 days	100	50	6	None	3 days
Audio Books, Playaways, Music CDs, Puppets, Vox Books	21 days	50	50	6	None	3 days
Quick Reads Books	21 days	5	No holds	No renewals	None	3 days
Magazines	14 days	5	No holds	No renewals	None	3 days
DVDs/Blurays	7 days	20	50	6	None	3 days
Quick View DVD	3 days	5	No holds	No renewals	None	3 days
Binge Boxes	14 days	20	50	6	None	3 days
Community Passes	7 days	1	1	No renewals	50¢ per day/ \$28 max	3 days
Tablets	30 days	1	1	4	\$5 per day/ \$100 max	3 days
Hotspots	3 months	2	1	4	\$5 per day/ \$100 max	3 days
Chromebooks	3 months	2	1	4	\$5 per day/ \$300 max	3 days

*Materials on hold by another borrower cannot be renewed.

Overdue Material:

Customers are responsible for all materials borrowed on their library cards. PCCLD's primary interest is getting materials back promptly so that they can be available to other library customers. Overdue fees continue to accrue until the material is returned or renewed. Overdue fees may be paid at the time of return or at a later date. When the borrower's account exceeds \$10, borrowing privileges will be suspended until sufficient fees are paid to reduce the balance owed to less than \$10.

Overdue notices are sent by email, telephone, or U.S. Mail. E-mail and telephone notices generate the first day the item becomes overdue, then at seven (7) and fourteen (14) days.

When an item becomes 28 days overdue, a second notice is sent out stating the replacement cost of the item. If the item is returned, the replacement cost of the item is cleared from the account, but the overdue fees remain.

When an item becomes 30 days overdue, the item(s) will bill to the library account, with a five-dollar (\$5) processing fee on each item. Notices are courtesies only. Failure to receive an overdue notice does not exempt the borrower from overdue fees.

If the item is returned, the replacement cost of the item is cleared from the account, but any overdue fees remain. Refunds will be issued for materials paid for, if the item is returned within 90 days of payment.

Materials containing multiple items will not be checked in until all items have been returned. Overdue fees will be charged if all items have not been returned by the due date.

The cost of materials that are lost or damaged will be charged to the borrower's account. Items that are 51 days overdue, and not returned or paid for may be referred to a collection agency.

Policy Reference: [03.02.04](#) *Circulation of Materials*
 [03.02.06](#) *Collection Agency*



PUEBLO CITY-COUNTY Library District

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Use of Materials

03.02.05 Library Fees

PCCLD provides free and open access to information. Fees may be charged for abuse of PCCLD's policies and procedures including but not limited to fees for overdue, lost, or damaged library materials. Other services may be fee-based including but not limited to printing, photocopies, document delivery, and returned checks.

The PCCLD Board of Trustees delegates to the Executive Director or designee the authority for establishing library fees. Fees will be reviewed on a regular basis and adjusted as necessary. The Executive Director or designee will maintain and post a fee schedule for all library fees, which will be collected by Library staff.

See Also: [03.02.04](#) *Circulation of Materials*
 [03.02.06](#) *Collection Agency*



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Use of Materials

03.02.05.S1 Library Fee Schedule

There are no fees for the following PCCLD services:

- Initial library card for PCCLD
- Use of Internet access computers, personal computers, and software
- Check out of circulating materials
- Replacement library card

Fees for other PCCLD services:

- Computer 2 GB Flash Drive \$6.00 each
- Earbuds \$2.00 each
- Interlibrary Loan Fees may be charged by a lending library
- Computer Printing/Photocopies:
 - Computer Printing (Black & White) \$0.10/page
 - (Color, if available) \$1.00/page
 - Photocopies (Black & White) \$0.10/page
 - (Color, if available) \$1.00/page
 - Copies from Microfilm Readers \$0.10/page
 - Copies of PCCLD public records \$1.00/each request + \$0.10 per page over 10
- Overdue Fees:
 - Community Passes \$0.50 per day
 - Tablets, Hotspots, Chromebooks \$5.00 per day
 - Interlibrary Loan Overdue Notice \$15.00 plus any charges levied by the lending library
 - Returned Check Fee \$5.00 bank return fee
 - Returned Check Processing Fee \$20.00 fee if not rectified within 30 days
- Document Delivery:
 - Customer Pick-up \$1.00 per article + \$0.10 per page over 10
 - Mail \$3.00 per article + \$0.10 per page over 10
- Photographs from Special Collections:
 - Digital files via email \$12.00 per image
 - Digital files via jump drive \$12.00 per image plus \$6.00 for media

When an item is lost or returned damaged and it has been determined by library staff that the item cannot be returned to the shelf for further circulation, or if a media set is returned with lost or damaged pieces, the following will apply:

- Customer is charged for any overdue fees, the replacement cost of the item or media set, and a \$5.00 fee to cover the library's cost for processing the replacement.
- At the discretion of a Library Supervisor, a customer may be charged \$10.00 for each lost or damaged piece in a media set in lieu of the media set's complete replacement cost. In any event, the customer charges are not to exceed the replacement cost of the complete media set.

For InterLibrary Loan items damaged or lost, a processing fee of \$15.00 and any charges levied by the lending library will be charged.

A collection agency may be used to assist in return of materials and for fee collection.

Policy Reference: [03.02.05](#) *Library Fees*



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Use of Materials

03.02.06 Collection Agency

PCCLD provides fair and equal access to library materials to all customers and expects that all items checked out to customers will be returned undamaged in a timely manner. PCCLD utilizes the services of a collection agency to recover unreturned materials or outstanding fees.

Every effort will be made to provide the customer sufficient notice prior to their account being submitted to the collection agency. The contact information in the customer's account will be used to provide such notification. If the efforts of the collection agency do not result in the return of materials or payment of outstanding fees, the collection agency is authorized by PCCLD to refer the delinquent account to a credit reporting bureau.

The Executive Director or designee serves as the final arbitrator of disputes that may arise from this process, makes every effort to address the individual circumstances of the customer, and strives to protect and preserve the availability of materials and assets of PCCLD.

See Also: [03.02.01](#) *Library Accounts*
 [03.02.02](#) *Confidentiality of Library Customer Records*
 [03.02.05](#) *Library Fees*



www.pueblolibrary.org

Use of Materials

03.02.06.P1 Overdue and Collection Agency Procedure

PCCLD sends courtesy overdue notices as a first attempt to notify customers of outstanding items. Failure to receive such a notice does not exempt the cardholder from any overdue fees.

Notices are sent by email, telephone, or regular mail. Email and telephone notices generate the first day the item becomes overdue, then at seven (7) and fourteen (14) days. When an item becomes twenty-eight days overdue, a second notice is sent stating the replacement cost. If the item is returned, the replacement cost of the item is cleared from the account, but the overdue fees remain.

When an item becomes 30 days overdue, the item(s) will bill to the library account, with a five dollar (\$5) processing fee for each item.

When items become 51 days overdue and the amount is \$50 or more a courtesy notice is sent to the customer from a collection agency. A non-negotiable 20% of total fine collection management charge is electronically billed to the customer's account on the balance outstanding for fines newer than 6 years. The collection management is to be paid even if the items are returned. If the items are not returned and the outstanding fees are not paid within 51 days, the collection agency will proceed with the collection process.

The collection agency does not have title information—only the dollar amount. The customer will be told to contact PCCLD for information about their account. Upon return of the items and payment of all outstanding fees due, the collection agency is electronically notified that the account has been cleared.

If, after all other attempts have been exhausted, the material and fees remain 60 or more days outstanding and the outstanding charges are \$50 or more, the account will be referred on to a credit bureau reporting agency by the collection agency. Minors are not referred to a credit bureau.

How Library staff will handle disputes:

When a customer first contacts PCCLD staff to dispute a collection referral, staff will:

- Check the customer's contact information for accuracy.
- Update the information if it is incorrect, and inform the customer that PCCLD made several attempts to make contact using the previously provided contact information.
- Refer the customer to a supervisor when the dispute cannot be resolved.

The Executive Director or designee serves as the final arbitrator of disputes.



Use of Materials

InterLibrary Loan is a service provided to any PCCLD customer in good standing residing in Pueblo County. Upon request, the library will attempt to borrow books and other materials from other libraries in Colorado and the United States that PCCLD does not own or can not purchase.

PCCLD will also loan its materials deemed eligible for lending to other libraries.

See Also: [03.02.04](#) *Circulation of Materials*
 [03.02.08](#) *Copyright and Licensing Agreements*
 [03.08.01.R1](#) *Resource Documents: InterLibrary Loan Code for the United States (2008)*
 and supplemental statement

Book, Audio, Visual, or Article/Journal

Rawlings Lamb
Barkman Pueblo West
Satellite
(Pickup location-Circle one)



100 E. Abriendo Ave.
Pueblo, CO 81004-4290

Interlibrary Request Form

Date of Request _____
ILL# _____ Due _____
(office use) Lib _____
Rec _____

Note to Library user: Some Interlibrary loans take up to 3 weeks to arrive

Book DVD VHS CD music Book on Tape Book on CD 1-g Print Microfilm (circle one)

Book, Audio, or Visual Request

Title _____
Author _____
ISBN# (if known) _____
OCLC Accession # (if known) _____

Journal or Article Request

Publication Title _____
Author _____
Volume _____ Issue _____ Date _____
Page Number(s) _____
(any or all of the above information: if known)

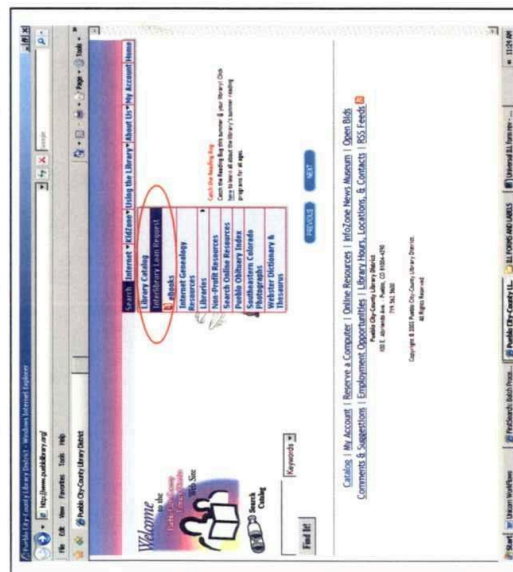
Customer Information

Customer Name _____
Address _____
City _____ Zip Code _____
Phone _____
Library Card # _____ Email _____

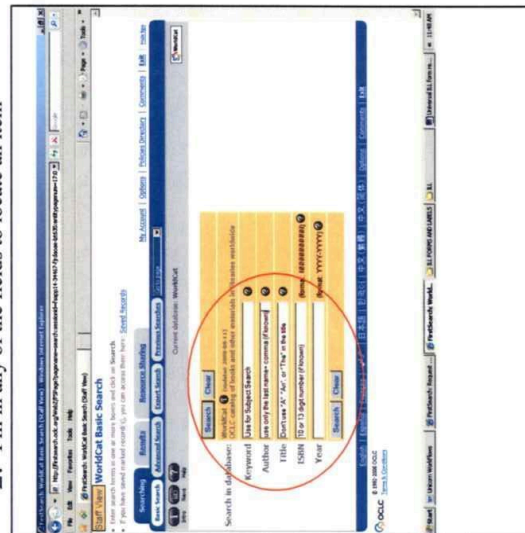
Office Use:
Contact via _____ QT _____ QP _____
Staff Initials _____

Order Interlibrary Loan Online

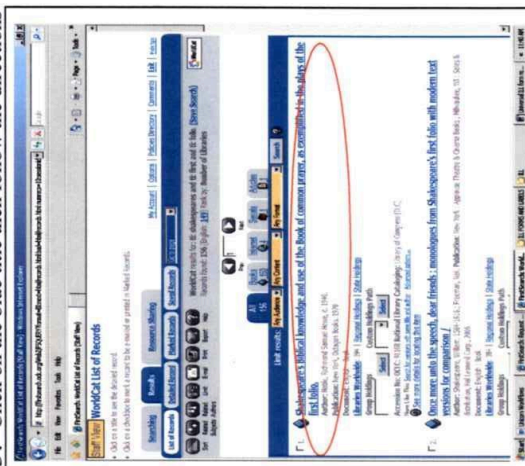
1. Go to www.pueblolibrary.org Search, Interlibrary Loan Request



2. Fill in any of the fields to locate an item



3. Click on the blue title then follow the directions





PUEBLO CITY-COUNTY Library District

www.pueblolibrary.org

Use of Materials

03.02.07.G1 InterLibrary Loan Guidelines

What is InterLibrary Loan?

InterLibrary Loan is a service provided by PCCLD to locate and borrow books and other materials owned by libraries in Colorado and the United States that PCCLD does not own or chooses not to purchase.

What types of items can be requested?

- Books
- Audio books on tape or CD
- Journal, Magazine, or Newspaper articles (copies)
- Educational, entertainment and television series on VHS and DVD
- Children and Young Adult Books and Audio Visual Materials
- Music on CD
- Microfilm
- Other items: Please check with your librarian

What materials will not be loaned by PCCLD?

- Materials with a publication date within the past year
- Special collections identified as being of primary importance to the Pueblo community

What do I need to place an InterLibrary Loan?

- A current and verified resident PCCLD library card in good standing

Customer's Responsibilities

- There is a limit of 5 active InterLibrary Loan requests per customer. That is, a customer may have no more than 5 items currently on loan from another library and/or being requested at the same time.
- Fill out the online form available at www.pueblolibrary.org. Include an ISBN or OCLC accession number, title and author, on the application—if known. Also include your library card number. Be sure the library has an updated address and phone number on your library account.
- Some libraries charge to lend their items. If this situation occurs, you will be notified first and can accept or decline to pay the charges. PCCLD will always go to those libraries that do not charge first. If there is a charge, it must be paid when you pick up the item.
- The lending library sets the due dates and terms of use. Items are checked out to customers in Workflows using the Special Due Date helper. Renewals are not allowed.

- If a borrowed item is not returned, a fee of \$100.00 is assessed to the customer's account, and any damages to borrowed items while in the customer's possession will be billed per the lending library's terms.
- Overdue notices for ILL items are generated per the usual PCCLD schedule. Late fees of .10 per day are charged for overdue ILL items. The maximum overdue fine is \$3.00 per item. All ILL items will have a three-day grace period, after which, fines accrue from the first day overdue.
- InterLibrary Loan items "expire" seven days after the customer is notified that the hold is available. "Clean Holds" reports are generated and processed using PCCLD's regular schedule and procedures.
- Repeated failure to pick up ILL items or return items on the due date may result in loss of ILL privileges for the remaining calendar year.
- It is the customer's responsibility to abide by Fair Use and Copyright Law.

Loaned Items

- Items are loaned to other libraries for 35 days. Renewals are not allowed.
- Libraries that lose or damage PCCLD materials have the option of replacing the lost item, with one that has an identical ISBN, or they may pay as invoiced the replacement cost of the item, as well as a \$5.00 processing fee.
- Libraries with the ILLPUBLIC profile do not accrue late fees and are not sent to a collection agency, unless unresponsive after 90 days.

For further information or help, contact a Librarian or the InterLibrary Loan Department at 719-562-5637.



www.pueblolibrary.org

Use of Materials

03.02.08 Copyright and Licensing Agreements

PCCLD adheres to all relevant and applicable United States copyright laws, including Title 17 of the United States Code titled, "Copyrights." Copyright laws govern the making of photocopies or any other reproductions of copyrighted materials. All Library users agree to abide by all applicable federal, state and local laws, statutes, and ordinances when using PCCLD libraries, materials, resources, computers, etc.

Materials are provided by the library for nonprofit, educational, personal, and scholarly purposes and transmission or reproduction of protected items beyond that allowed by "fair use" requires the written permission of the copyright holders.

PCCLD does not own (or claim to control) the copyright for materials in its collections or accessed via the Internet on PCCLD computers. Library staff will refuse to duplicate any materials if doing so would violate copyright and will, when asked, inform customers if materials being borrowed are subject to copyright restrictions. PCCLD is not responsible for the improper or illegal use of any copies of materials from its collections. It is the customer's responsibility to guard against the infringement of rights that may be held by others and for clearing reproduction rights and copyright restrictions.

All users of PCCLD provided databases, software and audio-visual materials are also responsible for adhering to applicable database, software, and audio-visual licensing agreements and/or performance restrictions.

See Also: [03.02.07](#) *InterLibrary Loans*
 [03.08.01.R1](#) *Resource Documents: Copyright Law*



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Use of Materials

03.02.08.G1 Copyright and Licensing Agreements Guidelines

Under Title 17 of the United States Code titled, "Copyrights," and other federal regulations related to the duplication, retention and use of copyrighted materials, libraries may provide limited copying services for their customers.

The following notice of copyright will be prominently displayed on PCCLD unsupervised equipment (photocopiers, microfilm reader/printers, tape/CD player/recorders, fax machines, etc.) that can be used to copy library materials:

NOTICE: The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted materials. The person using this equipment is liable for any infringement.

The following notice of copyright will be included on all PCCLD forms that request library materials to be copied by the Library staff.

NOTICE: The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be used for any purpose other than private study, scholarship, or research. If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of fair use, that user may be liable for copyright infringement. This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

The following notice on database usage will be included before the listing of any databases on PCCLD's website:

NOTICE: Database Usage: Anyone may use databases from computers within any PCCLD library. Due to licensing agreements with database providers, unless stated otherwise, you must have a valid resident library card issued by PCCLD to use PCCLD's databases remotely from any location outside the library. All users are responsible for adhering to copyright laws and database and software licensing agreements and restrictions.

The following guidelines must be followed for PCCLD to comply with copyright laws:

- The copied material must display the following information: "NOTICE: This material may be protected by copyright law. (Title 17 U.S. Code)"
- The material must become the property of the customer, and PCCLD must have no notice that the material will be used for anything but "private study, scholarship, or research."
- Material may not be copied in large quantities nor should it substitute for subscription to or purchase of materials.



PUEBLO CITY-COUNTY Library District

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Collection Development

03.03.01 Collection Development

PCCLD provides access to a broad range of materials, with the aim of serving members of the community in their pursuit of information, recreation, and continuing education. PCCLD supports free and open access to information and ideas as stated in the “Library Bill of Rights” and its interpretations, and the “Freedom to Read,” “Freedom to View,” and “Intellectual Freedom” statements of the American Library Association. PCCLD regards its collection as a whole, distributed among various library facilities.

PCCLD collections are developed on the basis of community and customer interests, publishing trends and fiscal ability. The library selects materials appropriate for a public library collection, rather than for school, academic, or other special libraries, recognizing the diversity of the community. The library promotes literacy and the development of reading and comprehension skills.

The library may accept donations of print and non-print materials. Gifts will be included in the collection in accordance with the same criteria applied to purchase materials. Donated materials become the property of PCCLD at the time of donation.

Materials will be removed from the library collections when they no longer fit the service priorities of the library.

If a customer questions the suitability of an item in PCCLD's collections, that individual may complete a [03.03.05.F1](#) *Request for Reconsideration of Material* form, thereby beginning the formal reconsideration process.

See Also:

03.03.02	<i>Material Selection</i>
03.03.03	<i>Collection Maintenance</i>
03.03.04	<i>Gifts of Materials</i>
03.03.05	<i>Request for Reconsideration of Materials</i>
03.08.01.R1	<i>Resource Documents: Freedom to Read Statement, Freedom to View Statement, Intellectual Freedom Handbook, Library Bill of Rights, Interpretations of the Library Bill of Rights</i>



PUEBLO CITY-COUNTY Library District

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Collection Development

03.03.02 Material Selection

PCCLD selects materials recognizing the diversity of the community it serves. Customer use is the most significant influence on the content of the library's collections. The library closely monitors circulation, customer requests and hold levels, triggering the purchase of new items and additional copies of high-demand items. The library does not value one customer's needs or preferences over the needs or preferences of another customer. The library upholds the right of the individual to secure information, although the content may be controversial, unorthodox, or unacceptable to others.

Materials will be evaluated and selected based on their flexibility, open-mindedness and responsiveness to the changing needs of PCCLD's customers. The following are among the most important general criteria:

- Relevance to community needs and local interest
- Authoritativeness or popularity of author, artist, publisher or producer
- Suitability of subject, style and reading level for intended audience
- Insight into human and social conditions
- Significance, permanence or timeliness of subject matter
- Literary merit or artistic quality
- Major publicity and/or critical review
- Listing on standard or special bibliographies or indexes
- Availability of other materials in the collection on the subject
- Availability of material elsewhere in the region
- Suitability of format for library use
- Date of publication
- Price and budget considerations

PCCLD maintains core reference, fiction, nonfiction and media collections and includes material of an enduring nature as well as current-interest materials.

Items in PCCLD's collections are normally available to customers from all library locations through the hold system or by visiting another library.

Online collections and external links to other information resources representing diverse viewpoints are available at all PCCLD libraries, as well as remotely where licensing agreements allow.

PCCLD supports specialized collections in certain areas, including but not limited to Western Research, Genealogy, Hispanic Resource Center, a Nonprofit Resource Center and Adult Literacy.



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Collection Development

03.03.02. F1 Material Request Online Form

The sample Material Request Online Form shown below is available from the library's online catalog after logging into "My Account," then selecting "Materials Requests," then "Submit a New Materials Request." Customers may complete the form online, or staff may submit the request through the ILS for the customer, if necessary.

The screenshot displays the library's online catalog interface. At the top, there is a search bar with the text "Search for" and a dropdown menu for "by Keyword". To the right of the search bar are buttons for "My Account" and "Log Out". Below the search bar, there is a navigation bar with the text "Browse Catalog » My Account » Materials Request »". The main content area is titled "Enter a new purchase suggestion" and contains a form with the following fields:

- Title *
- Author *
- Copyright Date *
- Standard number (ISBN, ISSN or other)
- Publisher
- Collection
- Publication place
- Quantity
- Item type * (Dropdown menu with "Audiobook" selected)
- Library (Dropdown menu with "Barkman Curbside" selected)
- Note

At the bottom of the form is a button labeled "Submit your suggestion".



PUEBLO CITY-COUNTY Library District

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Collection Development

03.03.02. P1 Material Request Procedure

Customers are encouraged to request materials to be acquired by PCCLD. Materials may be requested by using a Material Request Online Form. This form is available from the library's online catalog after logging into "My Account," then selecting "Materials Requests," then "Submit a New Materials Request."

In the event that the patron is not able to access or submit the online form, staff may submit the request through the ILS by bringing up a patron's account and selecting the "Purchase Suggestions" tab from the menu on the left.

The title being requested must have been published/released within the last two years or have a scheduled publish/release date no more than three months out. There is a limit of three active material requests per customer.

All customer material requests will be processed in a timely manner. The library's collection development staff will review and consider each request. The criteria for selection will be in accordance with Collection Development and Material Selection policies.

Upon review, the request will be marked as "Accepted" or "Rejected" and the response will be visible to patrons through the online catalog. Patrons can find the responses by logging into "My Account" on the online catalog and selecting "Materials Requests." Patrons with valid email addresses attached to their accounts will also receive an email with the "Accepted" or "Rejected" response and an explanation for the selection.

If the library proceeds to acquire the requested item, it will be placed on hold for the customer

Policy References: [03.03.01](#) *Collection Development*
 [03.03.02](#) *Material Selection*

See Also: [03.03.02.F1](#) *Material Request Online Form*
 [03.03.02.F2](#) *Material Request Form*



PUEBLO CITY-COUNTY Library District

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Collection Development

03.03.03 Collection Maintenance

PCCLD's collection continuously evolves and changes. As items are added, others are reviewed for their ongoing value and may be withdrawn from the collection. Care is taken to retain or replace items of enduring value. Decisions are influenced by patterns of use and by the holdings of other lending libraries. The collection is reviewed on an ongoing basis to maintain its vitality and usefulness to the community.

Materials that no longer fit PCCLD's service priorities will be withdrawn from the collection. This may include materials that are damaged, contain outdated information, or that have not been used in a reasonable amount of time. Decisions will be based on accepted professional practices and the judgment of staff designated by the Executive Director.

Items withdrawn from the collection will be disposed of in accordance with the Disposal of Property Request approved annually by the PCCLD Board of Trustees.

See Also: [04.01.06](#) *Disposal of Fixed Assets (Finance)*



PUEBLO CITY-COUNTY Library District

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Collection Development

03.03.04 Gifts of Materials

PCCLD welcomes gifts of print and non-print materials. Once donated, items become the property of PCCLD. The library has sole discretion to determine whether a gift will be included in the collection. Items will be added in accordance with selection criteria for purchased materials.

The library will provide a receipt for donated items upon request, but does not appraise their value. Once a donated item has been added to the library collections, it is subject to all other library policies.

Monetary gifts, bequests, and memorial or honorary contributions for material purchases are welcome. Funds donated will be used to purchase items in accordance with PCCLD's Material Selection Policy. If requested at the time the donation is made, notification of memorial or honorary contributions will be sent to the family of the person being recognized.

Gift plates acknowledging donors or memorials are available.

See Also: [03.03.02](#) *Material Selection*

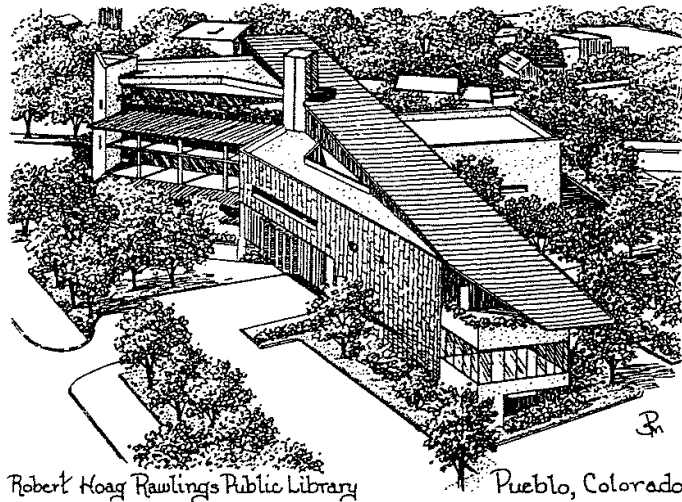
PUEBLO CITY-COUNTY Library District

www.pueblolibrary.org

Collection Development

03.03.04.F1 Receipt for Donated Books or Materials

The sample shown below is the gift thank you postcard which serves as a receipt for customers donating books or materials to the library.



Date:

Initial

Thank you for your gift to the Pueblo City-County Library District of

All materials not selected for the Library collection will be given to the Friends of the Library.

The Library does not assign monetary value to donations.

Sherri Baca
Executive Director

GIFTS / DONATIONS



100 E. Abriendo Ave.
Pueblo, CO 81004-4290

Date: _____

Initiated

By:

AMOUNT: _____ COMPLETE TITLE(S) OF ITEM(S) DONATED (include title and author)

DONATED BY: (name, street address, city, state, ZIP & telephone)

IS THIS A MEMORIAL GIFT? _____ PRESENTED IN MEMORY OF:

Unless the family wishes to remain anonymous, list the name and complete address of the individual to receive the acknowledgment:

What is the relationship between the deceased and the family member to receive acknowledgment?

BOOKPLATE INFORMATION (wording as it is to appear on bookplate)

Presented by:

Memory of:

SPECIAL INSTRUCTIONS FOR SELECTING MATERIAL
(Location, genre, large print, etc.)

NOTE: The entire form must be sent to the Executive Director's Office for monetary gifts. For material donations, send the top copy to the Executive Director's Office and the bottom copy with item(s) to Technical Services.



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Collection Development

03.03.04.P1 Gifts / Donations Processing

Gifts to the library are to be processed in the following manner:

Donations to purchase books / Gifts of materials requiring gift plates or recognition

1. The purpose of the [03.03.04.F2 Donation/Gift Form](#) is to acknowledge the donor, either with a thank you letter and/or to record the information needed in a gift plate to be placed in the gift item(s). The two-part Donation/Gift form will be completed if the book or donation is given as a memorial or if the donor specifically requests items to be purchased with a monetary donation. The form may also be used for gift items of local, historical or genealogical interest, works by local authors, or items for which the donor requests a gift plate recognizing the donor or an honoree.
2. When completing the Donation/Gift form, be sure to spell names correctly and fill out all information requested as completely as possible
3. When the Donation/Gift form has been completed, send the top copy of the Donation/Gift Form to the Executive Director's Office where the donor will be sent a letter acknowledging the gift. The yellow copy is sent to Technical Services with the donated item for gift plate preparation.
4. If money is received, send the money with the Donation/Gift form to the Executive Director's Office. For audit purposes, a receipt is required (whether a receipt is requested by donor or not). Technical Services is notified to select the item(s) to purchase with the contribution which will contain the gift plate recognition.

Bulk donations of books and other materials

1. Donors may be referred to the Friends Book Store to drop off donations of books and other materials. (See [03.08.01.R1 Resource Documents-Friends of the Pueblo City-County Library District.](#))
2. When accepting donated materials at a library, provide the customer with a gift thank you postcard (See [03.03.04.F1 Receipt for Donated Books or Materials](#)) at the time of the donation. The Library does not place a monetary value to donations.
3. When materials are received, the supervising librarian at that location may review the materials for appropriateness to the collection. Items selected for the collection will be forwarded to Technical Services for consideration.
4. Items not added to the collection will be sent to Outreach Services for determination if the materials can be used for outreach services or should be forwarded to the Friends of the Library.



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Collection Development

03.03.05 Request for Reconsideration of Materials

Individuals may disagree with materials that do not support their own views or values on a subject or that are not compatible with their beliefs. Library staff is available to identify alternate materials that may be available. A formal, written request for reconsideration of materials may be submitted to the Executive Director. These forms are available at each location.

PCCLD is not a judicial body. Laws governing obscenity, subversive materials, and other questionable matters are subject to interpretation by the courts. Therefore, no challenged material will be removed based solely on a complaint of obscenity or any other category covered by law unless a local court of competent jurisdiction has entered an order requiring its removal. No material will be knowingly added to the library collection that has previously been determined to be in noncompliance with the law.

The Executive Director and other library staff consider each formal request in terms of the criteria outlined in PCCLD's Material Selection Policy, principles of the ALA Library Bill of Rights and related statements, and other appropriate sources. The Executive Director will respond in a timely manner in writing to a customer's request for reconsideration. The response will indicate the action to be taken and reasons for or against the request. An item will be evaluated for reconsideration only once in a 12-month period.

See Also: [03.03.02](#) *Material Selection*

REQUEST FOR RECONSIDERATION OF MATERIAL

100 E. Abriendo Ave.
Pueblo, CO 81004-4290



Please complete this form which will be used by a review committee appointed by the Executive Director of the Pueblo City-County Library District. After the committee makes a recommendation regarding your request, you will be notified in writing of the library's decision.

Name _____

Address _____

City _____ Zip _____ Telephone _____

Representing: ☐ Self ☐ (name of organization/group) _____

Title _____

Author _____

Publisher _____ Date Published _____

Did you read/listen to/watch the entire item? _____ If not, what part(s)? _____

What do you believe is the subject of this item? _____

To what in the material do you object? (Please be specific) _____

What are your recommendations concerning the material? _____

Customer Signature

Date

Note: Send original to the Executive Director



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Collection Development

03.03.05.P1 Request for Reconsideration of Materials Procedure

PCCLD hears and considers inquiries from customers about materials in the collection or about the absence of materials from it. Materials are not automatically removed or added in response to customer inquiries. The Library's Collection Development policy supports free and open access to information and ideas as stated in the "Library Bill of Rights" and its interpretations, and the "Freedom to Read," "Freedom to View," and "Intellectual Freedom" statements of the American Library Association.

The following procedures shall be followed in considering objections about Library materials:

Material in the Collection

1. Upon receipt of an objection from a customer about material in the collection, staff shall provide the customer with the "Request for Reconsideration of Material" form and explain the importance of it being filled in completely.
 - a. The staff member should be courteous and understanding, but not defensive.
 - b. Recognize that the objection is about the material in question and/or about the Library's decision to include it; it is not personal.
2. Explain the reconsideration procedure to the customer.
3. Avoid discussing the content, merit or appropriateness of the item in question.
4. Pass the form along without delay, in accordance with the procedure.

Complaint Procedure

The library considers customer objections to material in its collection only when the objections are submitted in writing. The "Request for Reconsideration of Material" form may be used for this purpose.

When the customer completes the form, the item and the form are sent to the PCCLD Executive Director. The Executive Director will assign a committee of librarians to review the material and professional reviews of the item.

After reviewing the material, the committee shall decide on a recommendation as to whether or not the title is to be retained in the collection. This recommendation and the item shall be forwarded to the Executive Director with any supporting materials and reviews collected. Meanwhile, all other copies of the title shall remain in the collection and available for public use, subject only to routine controls normally placed on that material.

The Executive Director shall review the committee recommendation and agree or disagree. The final decision as to the merit of the complaint shall remain with the Executive Director. The Executive Director shall then write a letter to the customer stating the Library's response to the customer's inquiry and explaining the action taken. A copy of the letter shall be kept in the Executive Director's Office for future reference. As library liaison, the Executive Director shall inform the Library Board of the complaint and resulting decision.

This review process will be completed in a timely manner.

Material Absent from the Collection

See PCCLD's [03.03.02.P1](#) *Material Request Procedure*.

Policy Reference: [03.03.05](#) *Request for Reconsideration of Materials*

See Also: [03.03.05.F1](#) *Request for Reconsideration of Materials*



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Reference and Information Services

03.04.01 Customer Information Services

PCCLD staff provide assistance to customers in an efficient, courteous and timely manner. Information services available include, but are not limited to, providing answers to specific questions, suggesting or locating library materials and electronic resources in response to customer's stated information needs or reading interests, and instructional services on the use of the library and library materials. All requests for information services are confidential.

PCCLD collections contain information that is organized for customer self-service and research. The library staff will provide information look-ups in response to a customer's factual question in a timely manner. Extensive staff research assistance is not available.

Customers will be referred to other online services and electronic databases via the Internet, or to other libraries or agencies when information sought is not sufficiently available within PCCLD collections,

The library provides a document delivery fee-based service consisting of printed articles from PCCLD magazines, newspapers and other reference materials. Fax service is limited to information provided as part of the document delivery service.

The library reserves the right to limit or deny information services to customers who are in violation of PCCLD's Acceptable Use and Safety Policy, United States copyright laws, or PCCLD licensing agreements.

See Also: [03.02.05](#) *Library Fees*
 [03.02.08](#) *Copyright and Licensing Agreements*
 [03.06.01](#) *Acceptable Library Use and Safety*



PUEBLO CITY-COUNTY

Library District

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Reference and Information Services

03.04.01.P1 Colorado Talking Book Library

Staff at PCCLD's libraries will provide information and application assistance to persons eligible to enroll in the State Library's Colorado Talking Book Library program. More than 50,000 titles are available in recorded, large print or Braille formats as well as magazines available in recorded and Braille formats, and a variety of descriptive videos. Playback machines are also provided.

Customers are required to complete an application for this service. Any Colorado resident who meets one of the following criteria is eligible: legally blind; cannot see well enough to read standard print material; unable to handle print books or turn pages; or have a reading or learning disability severe enough to prevent reading in the usual manner. The application must be signed by a certifying authority. There is no charge to registered participants. The equipment and materials are delivered to the customer at no charge.

Current information and application forms are online (See [03.08.01.R1](#) *Resource Documents: Colorado Talking Book Library*). Additional information and further assistance can be obtained by contacting the Colorado Talking Book Library at 303-727-9277 or 1-800-685-2136 toll free outside the metro Denver area.



PUEBLO CITY-COUNTY Library District

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Reference and Information Services

03.04.01. P2 Citizen's Access to PCCLD Records

The Executive Director is the official custodian of records ("Custodian") related to the operation of PCCLD. In accordance with the Colorado Open Records Act, Title 24, Article 72, Part 2, C.R.S. ("CORA"), the Custodian may make such rules with reference to the inspection of such records as are reasonably necessary for the protection of such records and the prevention of unnecessary interference with the regular discharge of duties of the custodian.

In consideration of the need to prevent unnecessary interference with the regular business of the library, it is necessary to adopt procedures regarding request for information from members of the public.

Persons requesting review of public records must schedule an appointment with Human Resources, and all efforts will be made by Human Resources to schedule an appointment within three business days. Requests for appointments to review public records may be made in person, by telephone, or in writing. If a person wishes to be given copies of any public records, a reasonable copy charge of \$0.25 per page will be payable upon delivery of the documents. Parties requesting inspection must personally appear at the location in which the requested documents are normally housed or at any other location designated by the custodian of said records, and such appearance must be made at the appointed time. In exceptional circumstances, the custodian may exercise his or her discretion in making other arrangements for review or inspection of public records.

When the location or existence of specific documents must be researched and the documents must be retrieved, sorted or reviewed for applicability to the request, and such process requires more than one (1) hour of staff time, the Custodian may charge a research and retrieval fee not to exceed thirty-three dollars and fifty-eight cents (\$33.58) per hour, or the maximum amount allowed by the Executive Committee of the State Legislative Council, whichever is greater (the "Research and Retrieval Fee").

The cost for transmitting the requested records will be charged at the actual cost of such delivery (the "Transmission Fee"). Transmission Fees will not be charged for transmitting any record via electronic mail, when requested.

If any requested records are protected by a privilege (for example, but not limited to, the work product or attorney-client privileges) the District may charge the actual costs of creating a privilege log identifying the privileged records (the "Privilege Fee"). If legal assistance or review is necessary to create the privilege log, the Privilege Fee may include the actual costs for such legal assistance.

If the estimated Fees to produce the records will exceed \$50, the District may require a fifty (50%) percent deposit of the estimated Fees prior to commencing work to produce the records. Payment of the remainder of the Fees, including all actual costs exceeding the estimated amount, must be made prior to the time of inspection or release of the final work product or copies.

No person shall be permitted to inspect or copy any records of the District if, in the opinion of the Official Custodian after consultation with the District's legal counsel, such inspection or copying would come within the prohibition of one or more exemptions set forth in CORA.

Response to telephonic requests for personnel or individual salary information will be granted only with the salary range of the position in question.

Should information be requested on specific salary levels for specific employees, said request must be made to the designated custodian of records in writing. Once such request is received, the custodian of records, or designated staff member, will endeavor to send a response to the inquiry within three working days of the receipt of the initial request.

Employee personnel files are exempt from inspection other than those items excluded in C.R.S. 24-72-202. Upon written request to inspect a personnel file, the official custodian will make an appointment, and arrangements for the inspection within three working days for said inspection. Material that is considered confidential under various laws will be withheld from inspection. Inspection may be conducted in a private office, with a designated member of the library staff present. No photocopies may be taken of employee personnel files or material contained therein.

[03.08.01.R1](#) Resource Documents: Colorado Open Records Act, Colorado Revised Statutes, Title 24, Article 72, Part 2 - Public Records Definitions, 24-72-203 Public Records Open to Inspection.



PUEBLO CITY-COUNTY Library District

www.pueblolibrary.org

Reference and Information Services

03.04.02 Archived Special Collections

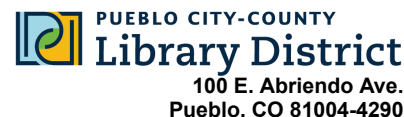
PCCLD provides access to the public to a special collection archive at the Rawlings Public Library devoted to preserving rare, scarce, and fragile materials. These archived special collections are primarily devoted to the research of western history and genealogy.

Included in the archived collections are materials that pertain to historical archaeological sites in Colorado. Restrictions on access to this collection are described in a procedure on "Restricted Access to Specialized Collection of Rare Materials Pertaining to Historical Archaeological Sites in Colorado."

Access to these collections is determined by the Executive Director or his/her designee. Staff assistance is provided in using the collection's resources and in demonstrating handling and use of the materials.

See Also: [03.04.01](#) *Customer Information Services*
 [03.04.02.P1](#) *Restricted Access to a Specialized Collection of Rare Materials Pertaining to Historical Archaeological Sites in Colorado*

SPECIAL COLLECTIONS GIFT OF MATERIAL AND RELEASE



I herewith give, grant, assign, and convey unto the PUEBLO CITY-COUNTY LIBRARY DISTRICT, for its benefit and for such use as it may determine and direct, all my right, title, and interest in and to the material, or contents thereof, described below, together with all rights of and interests in copyright thereof, both public and private, and I warrant that I am the owner of said material, and that I have the right to use, assign, and convey them as I will.

Description of Material

Formats of Material: ☐ Photograph ☐ Negative ☐ Manuscript ☐ Audio recording

☐ Other (describe): _____

Description _____ of _____ Material:

Subject Matter: _____

Dates related to material: _____ (e.g. date photo taken)

Place related to material: _____

Ethnic group represented: _____

Donor / Owner

Address

Date


Release for Duplication of Material

I certify that I am the owner of the described material and that I release the material to the Pueblo City-County Library District for storage, publication and/or duplication. I understand that the original material will be returned to me after copies have been made within a reasonable amount of time. I warrant that I am the owner of said materials and any copyrights therein, and I license the Pueblo City-County Library District to utilize these materials as it sees fit.

Witness my hand at Pueblo, Colorado, this _____ day of _____.

Donor / Owner

SPECIAL COLLECTIONS PURCHASE FORM

 **PUEBLO CITY-COUNTY
Library District**
100 E. Abriendo Ave.
Pueblo, CO 81004-4290

Description of Material: _____

Subject Matter: _____

Format of Material: ☐ Photograph ☐ Audio recording ☐ other (describe) _____

Name of Purchaser: _____

Address: _____

Phone: _____

Institution Represented: _____

Materials Purchased (Give a brief description of the item)

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

I agree to credit the Pueblo City-County Library District as the source if any of the materials I use are published or used in an audio-visual presentation, etc. I agree not to duplicate the items listed above for any purpose without the express written permission of the Pueblo City-County Library District, and not to sell or give the materials to any other individual or institution.

Signature

Date



PUEBLO CITY-COUNTY Library District

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Reference and Information Services

03.04.02.G1 Use of Materials in Special Collections

PCCLD's Special Collections contain rare and historical materials focused on genealogy and local and western history. The materials in this reference collection are to be used only in the Special Collections area of the Rawlings Public Library. Staff assistance is provided in using the collection's resources and to demonstrate how the materials are to be handled and used with proper care.

Approval of the Special Collections Supervisor or his/her designee is required for special use of the materials. Customers may be required to wear and use library supplied gloves when handling archived library materials. Other restrictions in the handling of materials may also be required.

When using materials from PCCLD's archived collections, the customer will be required to sign and date a book/material card to be retained at the Special Collections desk. Customers requesting use of the collection's archived materials may also be asked to surrender a PCCLD library card, driver's license, or photo ID to be retained at the Special Collections desk until the material has been returned.

Book/material cards will be reinserted by staff before returning materials to the library's archived Special Collections.

Owners of material who wish to donate material to PCCLD may be required to complete a [03.04.02.F1 Special Collections Gift of Material and Release Form](#) to release the material to PCCLD for storage, publication and/or duplication.

Customers requesting reproduction of materials such as photographs or audio-visual materials may be required to complete a [03.04.02.F2 Special Collections Purchase Form](#). Fees for reproductions and document delivery services will be charged to the customer.

Policy Reference: [03.04.02](#) *Archived Special Collections*

See Also: [03.02.05.S1](#) *Library Fee Schedule*



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Reference and Information Services

03.04.02.P1 Restricted Access to a Specialized Collection of Rare Materials Pertaining to Historical Archaeological Sites in Colorado

The Western Research Room houses a specialized non-circulating collection of rare materials on the history of Colorado, the Rocky Mountain West and Northern New Mexico with emphasis on Pueblo and the Arkansas Valley. Included in the collection are materials that pertain to historical archaeological sites in Colorado. This procedure addresses the need for sensitivity in the use of the materials on specific archaeological sites.

Customers requesting access to cultural resource information held by PCCLD that contains information covered in the ***Dissemination of Cultural Resource Information*** will be referred to the Colorado Historical Society—Office of Archaeology and Historic Preservation (OAHP) to have their qualifications reviewed. The customer must present to PCCLD staff written permission from OAHP together with valid identification that includes a photograph.

Each customer must also complete the following forms: File Access Request, Forms, Documents or maps requested, User Agreement, as described in the OAHP policy and procedures. All forms will be permanently kept on file following customer use.

Policy Reference: [03.04.02](#) *Archived Special Collections*

03.04.03 Library Outreach Services

PCCLD provides library services to persons who are unable to visit a library due to physical, economic, geographic, or other barriers. PCCLD's outreach services may include material delivery, off-site programming, and other services as approved by PCCLD's Executive Director.

See Also: [03.04.01](#) *Customer Information Services*
 [03.07.01](#) *Library Programs and Events*
 [03.07.02](#) *Public Relations*



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Access and Use of Facilities

03.05.01 Meeting Room Use

PCCLD provides wide access to its meeting rooms on a first-come, first-served basis to as many citizens as possible. PCCLD welcomes the use of specific rooms for meetings and other gatherings. Fees may be charged. The provision of public meeting rooms is one of many methods used to provide access to ideas representing all points of view on all subjects.

PCCLD allows organizations and groups to use library meeting rooms when those facilities are not needed for PCCLD administrative use, activities sponsored by the Library in whole or in part, and when such use does not disrupt PCCLD programs and activities. Such permission is revocable and does not constitute a lease. PCCLD reserves the right to deny applications for use based on the availability of space or staff, frequency of use, or as deemed necessary by PCCLD's Executive Director. Permission to use a meeting room does not imply an endorsement of the aims, policies, or activities of any group or organization by PCCLD. No advertisements or announcements implying such an endorsement are permitted. However, PCCLD may elect to provide notification to the general public about a group's meeting or activity.

All activities and programs conducted in PCCLD's libraries must comply with all federal, state and local laws and are subject to the rules and regulations of PCCLD. PCCLD reserves the right to have representatives attend any meeting held in its facilities to ensure no unlawful activities are occurring on library premises. Groups or organizations failing to comply with any part of this policy or for any of its established meeting room guidelines may be denied further use of PCCLD meeting rooms. The use of a library meeting room signifies acceptance of the terms of this policy. PCCLD reserves the right to cancel reservations or refuse use of a meeting room at any time.

PCCLD's Executive Director or his/her designee is authorized to establish administrative procedures, rules and guidelines for this policy on a district-wide basis.



www.pueblolibrary.org

Access and Use of Facility

03.05.01.P1 Meeting Room Use Policy

PCCLD provides public access to event spaces, meeting rooms and study rooms on a reservation and first come-first served basis. These rooms are designed to offer accommodations for educational, informational, cultural, recreational and civic functions of the community in Pueblo County. The provision of public meeting rooms is one of many methods used to provide access to ideas representing all points of view on all subjects and to create welcoming spaces where all are free to explore and connect. Fees may be charged for use of event spaces and meeting rooms by the public.

The use of meeting rooms at each library will be governed by guidelines that will be administered by the Executive Director or their designee. Guidelines may vary among buildings as well as for different event and meeting spaces within each building. Users must comply with all stated guidelines and PCCLD reserves the right to revoke use privileges at any time.

I. Priorities

- A. PCCLD allows use of library event spaces, meeting and study rooms by the community, when those facilities are not needed for PCCLD administrative use, activities sponsored by the Library in whole or in part, and when such use does not disrupt PCCLD programs and activities.
- B. Such permission is revocable and does not constitute a lease. PCCLD reserves the right to deny applications for use based on the availability of space or staff, frequency of use, or as deemed necessary by PCCLD's Executive Director or their designee.
- C. Library programs and library sponsored events will have priority and may lead to cancellation of public reservations if necessary.
- D. PCCLD reserves the right to cancel any reservation due to unforeseen circumstances such as building or weather-related emergencies.

II. Endorsement

- A. Permission to use an event space, meeting or study room does not imply an endorsement of the aims, policies or activities of any group or organization by PCCLD, nor the viewpoints expressed by participants in programs.
- B. No advertisements or announcements implying such an endorsement are permitted. However, PCCLD may elect to provide notification to the general public about a group's meeting or activity.
- C. For-profit activities are not permitted within event spaces, meeting or study rooms.

III. Equal Opportunity

- A. Activities taking place in event spaces, meeting and study rooms must not be closed to any person due to age, gender identity, race, religion, national origin, ability or any other legally protected category.
- B. PCCLD encourages all groups to use our facilities. If the meeting or event is not advertised as being “open to the public,” groups using the event spaces, meeting or study rooms have the right to limit attendance, with the exception of legally protected categories. Library staff cannot be expected to enforce or ensure the privacy of any meeting or event.

IV. Liability

- A. All organizations or groups shall indemnify, defend and hold harmless PCCLD, its officers, agents and employees from and against any and all claims, suits, actions of any kind, resulting from any negligent act, omission or error of the user which results in personal injuries, or property damage arising from an individual's or group's use of a library event space, meeting or study room.
- B. The reservation holder and/or organization will be jointly and separately liable for any breakage, damage or theft of any library property caused by members of guests of the group of organization. Liability includes all applicable court costs and attorney fees.
- C. The Library, its employees and Trustees do not assume responsibility for personal injury, damage or loss of personal property during the applicant use of event spaces, meeting or study rooms.
- D. Event spaces, meeting and study rooms may not be reserved for programs or gatherings which present a clear and present danger to the welfare of the participants, library staff, patrons or the community.
- E. All activities and programs conducted in PCCLD's libraries must comply with all federal, state and local laws and are subject to PCCLD's rules, regulations and Code of Conduct. Groups or organizations failing to comply with any part of this policy or established meeting room guidelines may be denied further use of PCCLD event spaces, meeting or study rooms. The use of a library event space, meeting or study room signifies acceptance of the terms of this policy.



www.pueblolibrary.org

Access and use of Facilities

03.05.01.G1 Meeting Room Use Guidelines

Policy

PCCLD provides wide access to its meeting rooms on a first-come, first-served basis to as many citizens as possible. PCCLD welcomes the use of specific rooms for meetings and other gatherings. Fees may be charged. The provision of public meeting rooms is one of many methods used to provide access to ideas representing all points of view on all subjects.

PCCLD allows organizations and groups to use library meeting rooms when those facilities are not needed for PCCLD administrative use, activities sponsored by the Library in whole or in part, and when such use does not disrupt PCCLD programs and activities. Such permission is revocable and does not constitute a lease. PCCLD reserves the right to deny applications for use based on the availability of space or staff, frequency of use, or as deemed necessary by PCCLD's Executive Director. Permission to use a meeting room does not imply an endorsement of the aims, policies, or activities of any group or organization by PCCLD. No advertisements or announcements implying such an endorsement are permitted. However, PCCLD may elect to provide notification to the general public about a group's meeting or activity.

All activities and programs conducted in PCCLD's libraries must comply with all federal, state and local laws and are subject to the rules and regulations of PCCLD. PCCLD reserves the right to have representatives attend any meeting held in its facilities to ensure no unlawful activities are occurring on library premises. Groups or organizations failing to comply with any part of this policy or for any of its established meeting room guidelines may be denied further use of PCCLD meeting rooms. The use of a library meeting room signifies acceptance of the terms of this policy. PCCLD reserves the right to cancel reservations or refuse use of a meeting room at any time.

PCCLD's Executive Director or his/her designee is authorized to establish administrative procedures, rules and guidelines for this policy on a district-wide basis.

Guidelines

PCCLD meeting rooms are primarily designed for PCCLD programs and use. When not in use by the Library, PCCLD welcomes the use of specific rooms within its libraries for community meetings and other gatherings. PCCLD makes these rooms available on equal terms to all persons and groups, regardless of opinion or affiliation. Beginning November 1 of each year, reservations will be taken for the following year. In general, utilization of meeting rooms is limited to one event per month district-wide per organization.

All PCCLD libraries, the Rawlings Public Library, the Pueblo West Library, the Frank and Marie Barkman Library, and the Frank I. Lamb Library, have one or more meeting rooms that may be reserved for use. The size and layout of the meeting rooms vary by each library with available seating from 7 to 200 people. All PCCLD library facilities are non-smoking facilities and are accessible to people with disabilities in accordance with the Americans with Disabilities Act.

Public use meeting rooms that can be reserved during normal operating hours include:

LOCATION (Usable Square Feet)	PHONE	MAXIMUM OCCUPANCY
Rawlings Public Library (1935 Sq. Feet) Fire Code Capacity (276)	553-0227	Ryals Special Events Room – 4th Level 128 persons – round tables & chairs or 200 persons – chairs seating (This room can be reserved for after hours use – See Fees)
Rawlings Public Library (730 Sq. Feet) Fire Code Capacity (104)	562-5604	InfoZone Theatre – 4th Level 48 persons – tables & chairs or 104 persons – chair seating (This room can be reserved for after hours use – See Fees)
Rawlings Public Library (622 Sq. Feet) Fire Code Capacity (89)	553-0227	Bret Kelly Room A or B – 1st Level 30 persons
Rawlings Public Library (310 Sq. Feet) Fire Code Capacity (44)	553-0227	Thurston Leadership Room – 1st Level 20 persons – tables & chairs or 30 persons – chair seating
Pueblo West Library (2396 Sq. Feet for Rooms A & B) (1142 Sq. Feet for Room A) (1254 Sq. Feet for Room B) Fire Code Capacity A & B (160; A-76 and B-84)	562-5660	Jerry G. King Rooms A & B 53 persons – tables & chairs or 106 persons – chair seating (When divided, 53 persons per ½ room)
Pueblo West Library (430 Sq. Feet) Fire Code Capacity (28)	562-5660	Gay & Lesbian Fund Room 12 persons – tables & chairs or 12 persons – chair seating
Lamb Library (1190 Sq. Feet) Fire Code Capacity (79)	562-5670	Meeting Room – Basement Level 50 persons – tables & chairs or 50 persons – chair seating
Barkman Library (460 Sq. Feet) Fire Code Capacity (30)	562-5680	Large Meeting Room – Near Front 12 persons – tables & chairs or 27 persons – chair seating
Barkman Library (190 Sq. Feet) Fire Code Capacity (12)	562-5680	Small Meeting Room – Near Teen Central 8 persons – tables & chairs

Note: Fees for use of the Ryals Special Events Room for all hours of use or the InfoZone Theatre for its use after regular library hours will be charged unless the event is sponsored by PCCLD or it has been preapproved for no charge use by the PCCLD Executive Director or his/her designee. The 4th floor prefunction area has an exhibit area that is administered by the InfoZone staff. Although this area is used by PCCLD for its sponsored events, it cannot be reserved for public or commercial use or for private social gatherings.

Meeting rooms are available at PCCLD libraries without charge during regular operating hours to organizations and groups consisting of 7 or more people for **public** meetings. Groups or individuals using library meeting rooms without charge cannot charge admission nor have private social gatherings such as showers or parties. All events must be completed and meeting rooms vacated by library closing time.

These additional rooms are available to PCCLD staff for administrative/staff meetings, training sessions, and public programs, and can also be used for other purposes including special events or meetings sponsored by PCCLD in direct support of its mission:

LOCATION (Usable Square Feet)	MAXIMUM OCCUPANCY
Rawlings Public Library (340 Sq. Feet) Fire Code Capacity (22)	Executive Conference Room – 3rd Level 10 persons – tables & chairs or 22 persons with up to 12 more chairs
Rawlings Public Library (560 Sq. Feet) Fire Code Capacity (21)	Training Room – 3rd Level 11-21 persons for 10 workstations and an instructor with up to 10 more chairs
Rawlings Public Library (270 Sq. Feet) Fire Code Capacity (38)	Children's Story Time Room – 1st Level 18 persons – tables & chairs or 38 persons – chair seating or 54 children sitting on floor
Pueblo West Library (340 Sq. Feet) Fire Code Capacity (48)	Children's Story Time Room 22 persons – tables & chairs or 48 persons – chair seating or 68 children sitting on floor

Study/reading areas are also available for public use in all PCCLD libraries. In addition to a reading room at the Pueblo West Library, individuals and groups consisting of 6 or less people may use unreserved study rooms and nooks with seating for 2 to 6 people. These study rooms and nooks are available on a first come, first served basis at the Rawlings, Lamb and Pueblo West libraries. However, due to the lack of study rooms at the Barkman and Lamb Libraries, their meeting rooms can be used for individual or group study when not otherwise in use.

Public use study/reading rooms and nooks that cannot be reserved include:

LOCATION (Usable Square Feet)	MAXIMUM OCCUPANCY
Rawlings Public Library (100 & 110 Sq. Feet) Fire Code Capacity (7)	Study Rooms – 2nd Level 6 persons – table & chairs 5 rooms (211, 212, 213, 214 & 215)
Pueblo West Library (460 Sq. Feet) Fire Code Capacity (30)	Reading Room 10 persons – chair seating
Pueblo West Library (100 & 110 Sq. Feet) Fire Code Capacity (7)	Study Rooms 6 persons - tables & chairs 4 rooms (1, 2, 3 & 4)
Pueblo West Library (35 Sq. Feet) Fire Code Capacity (2)	Study Nooks 2 persons – table & chairs 5 nooks (1, 2, 3, 4 & 5)
Lamb Library (60 Sq. Feet) Fire Code Capacity (4)	Study Room 4 persons – tables & chairs

Fees:

A fee structure has been established for the Ryals Special Events Room for all hours of use and for the InfoZone Theatre for its use after regular hours. When fees are charged for meeting room use, the room can be used for events and meetings such as, but not limited to:

- Private social gatherings.
- Meetings that are closed to the public.
- Meetings that require payment of tuition or fees.
- Meetings that further the specific goals of an individual or group such as recitals, political campaigns, paid tutoring classes, etc.

PCCLD reserves the right to review each room request and determine whether or not that use falls within the meeting room guidelines. Meetings will only be held during normal business hours in public use rooms. The Ryals Special Events Room and InfoZone can be reserved for use when the library has been closed. Meeting room use may be terminated at any time if the conduct of any group, or member of that group, is disruptive to library services, abusive or dangerous to the building, library materials, exhibits, furnishings, or individuals in the building.

A completed application for meeting room use must be signed by a legally responsible adult for all reservations. A Room Use Fee and a refundable cleaning deposit, if applicable, must be paid at the time of booking. A reservation deposit, if required, will be deducted from the final amount due. This deposit is non-refundable if the event is **canceled** less than thirty (30) days prior to event. Meeting room deposits and use fees are:

LIBRARY	MEETING ROOM USE FEE	
	During Regular Hours	After Regular Hours
Rawlings Public Library Ryals Special Events Room – 4 th Level Room Use Fee and a refundable cleaning deposit is required at booking	\$300 for up to 4 hours of use <i>Free for meetings held per Library Guidelines</i>	\$500 for up to 5 hours use plus a refundable \$250 cleaning deposit plus a security fee
Rawlings Public Library InfoZone Theatre – 4 th Level Deposition – 50% of Room Use Fee is required at booking	<i>Free for all meetings held per Library guidelines</i>	\$200 for up to 4 hours of use plus a security fee
Rawlings Public Library Bret Kelly Room A or B - 1 st Level Thurston Leadership Room – 1 st Level	<i>Free for all meetings held per Library guidelines</i>	Not available
Pueblo West Library: Jerry G. King Room A and/or B Gay & Lesbian Fund Room	<i>Free for all meetings held per Library guidelines</i>	Not available
Lamb Library: Lamb Meeting Room	<i>Free for all meetings held per Library guidelines</i>	Not available
Barkman Library: Large and Small Meeting Rooms	<i>Free for all meetings held per Library guidelines</i>	Not available

Decorations: Staff at the Customer Service desk at each library will provide directions to each meeting room. Materials and decorations may be attached using tape (no nails or tacks or staples). No glitter or candles will be allowed. Decorations are not to be hung from the ceiling.

Library staff are not available to assist in bringing in or taking out decorations or materials for meeting room functions.

Publicity: PCCLD should not be listed as a co-sponsor of any event without prior approval. Any promotional material should be submitted to PCCLD for review prior to distribution. It is the responsibility of the group using the meeting room to obtain final confirmation/approval of room use prior to issuing invitations and press releases. Publicity materials, invitations, fliers and press releases must clearly indicate the sponsoring group and may not list or imply the library as co-sponsor of an event or list a library telephone number as contact information. PCCLD's Community Relations Manager should be notified of any anticipated media coverage. PCCLD reserves the right to take photographs of any event for its own records and for future promotional materials.

Food: Light refreshments may be served in all meeting rooms. Except for the Ryals Room which has a catering kitchen, there can be no catering or buffets of any kind. Light refreshments consist of bakery items (cookies, cake, donuts, sweet rolls...), drinks (coffee, tea, soda, water, juice...) and box lunches (sandwiches, chips, potato salad...).

Media Presentations: Media presentations shown in meeting rooms during normal business hours must be suitable for public viewing. It is the responsibility of the presenter to abide by all media copyright and screening performance rights restrictions.

Other: An adult must be present at all scheduled meetings. PCCLD staff or representatives may enter meeting rooms at any time. Individuals in a group are not allowed to move exhibits or other library equipment. Animals, with the exception of assistance animals, may not be brought into PCCLD facilities unless they are part of a library-sponsored program. PCCLD is not responsible for items or equipment left in library buildings before, during, or after an event.

Additional Guidelines for the Ryals Special Events Room and InfoZone:

Catering: All food brought into the Ryals room must be prepared and delivered by a licensed caterer. The caterer must be licensed with the Pueblo City-County Health Department. The caterer must sign an agreement with PCCLD prior to using the facility. Cooking of any kind is not allowed on library premises; therefore, all food brought in by the caterer must be prepared prior to bringing it to the Ryals Room. The person who signs the Ryals Room request/agreement form is responsible for all arrangements with the caterer. A list of caterers may be provided for use in the Ryals Room. The caterer is responsible for providing everything needed for the event other than tables and chairs (namely, all linens, tableware, serving utensils, water carafes, glasses, and other beverage service items). The caterer is responsible for removal of all food and catering equipment in a timely manner following the event.

Alcohol: Alcohol cannot be sold in the library or served during library service hours. Alcohol is restricted to the Ryals Room. Alcohol must be served at a tended bar. Colorado State Liquor Laws require anyone who consumes alcoholic beverages to be 21 years of age or older, and that all minors under the age of 21 years are prohibited from purchasing or consuming alcoholic beverages; whiskey, beer, wine, or champagne. The Library reserves the right to not allow alcohol to be served at an event if one or more of the principal hosts are under the age of 21 years. The responsibility of compliance rests solely with the host to assure that minors do not consume or “help themselves” to available beverages either at self-serve tables or left unattended at guest tables.

Security: Security guards are required for all events held in the Ryals Special Events Room and InfoZone after library service hours. The cost for security will be added to the charges for room use. A minimum of two security guards is required for all events taking place after library service hours. After library service hours, guests of the Ryals Room and InfoZone are restricted to the Rawlings Public Library 4th floor area via elevator access to/from the first floor’s main entrance. Stairways in the library should be used only in case of a building emergency.

Media Presentations: PCCLD’s assistive listening equipment can be requested for use in the InfoZone and Ryals Special Event Room at the InfoZone desk.



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Access and use of Facilities

03.05.02 Bulletin Boards, Information Racks and Distribution of Free Materials

Items that publicize or promote community organizations and local events further the role of the library as the central source for civic, cultural, educational, and recreational information.

Limited display space is available in PCCLD libraries for community organizations engaged in educational, cultural, intellectual, or charitable activities to disseminate information.

- Bulletin board display space is available in PCCLD libraries for use by local governments, nonprofits, and educational and cultural institutions. The amount and type of space available will vary in each library.
- Information racks are used to distribute PCCLD brochures, flyers, calendars, maps, information sheets, etc.
- Designated handout areas are also available for the distribution of free materials.

The designated library manager for each facility will approve items for posting on bulletin boards and distribution of free materials.

Campaign literature and other partisan political materials are allowed during periods before elections, but cannot be distributed in PCCLD libraries if it would be in violation of election laws (See Campaign Literature Guidelines in Appendix# [03.05.02.G3](#)).

Personal notices, including notices representing a single individual's views, legal notices, and notices of a commercial nature are prohibited.

Anyone requesting district-wide distribution and/or posting must have approval from the Community Relations Manager. Approved items will be distributed and displayed as soon as possible based on available space. There is no guarantee that items approved for district-wide posting will be posted at all locations. All bulletin boards, information racks, and handout areas are checked regularly to remove outdated materials. The library reserves the right to remove any item at any time.

Distribution or posting of items by the library does not indicate endorsement of the issues, events, or services promoted by those materials.



PUEBLO CITY-COUNTY Library District

www.pueblolibrary.org

Access and use of Facilities

03.05.02.G1 Bulletin Board Guidelines

1. Announcements and postings of non-library related or sponsored events are restricted to designated bulletin boards near the entrances of each library. Non-library related announcements posted anywhere else in the library or on the grounds will be discarded.
2. All announcements and notices will be reviewed prior to their placement on bulletin boards in PCCLD libraries. Announcements placed in PCCLD libraries without review by the designated library manager for each facility will be discarded.
3. Announcements will be arranged and displayed by library staff. The public should not remove or rearrange the position of any announcement.
4. Library publications and announcements will have first priority placement. Remaining space will be provided for non-library related announcements.
5. All postings are subject to space availability.
6. The Library assumes no responsibility for acquiring materials, replacing them, or for providing additional information about a posted event or activity.
7. Announcements may not list PCCLD as co-sponsor or list a library telephone number as a contact for information without express approval from the Community Relations Manager.
8. The Library reserves the right to dispose of announcements as it sees fit and will not return announcements deemed unsuitable for posting.
9. Announcements accepted for posting will be initialed and dated. They then may be discarded after one month or the date of the posted event – whichever comes first. Any items found posted without staff initials and date will be immediately discarded.

Policy Reference: [03.05.02](#) *Bulletin Boards, Information Racks and Distribution of Free Materials*



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Access and use of Facilities

03.05.02.G2 Distribution of Free Material Guidelines

1. Selection and retention of free materials for distribution and placement in PCCLD's handout areas located in each library will be at the discretion of the designated library manager for each library facility.
2. All free publications for district-wide distribution in PCCLD libraries will be reviewed by the Community Relations Manager or his/her designee prior to placement in designated handout areas.
3. Examples of publications for distribution in designated handout areas include:
 - Informational items produced by local government agencies
 - Informational items produced by local non-profit organizations
 - Items promoting cultural or educational community events
 - Newspapers and publications of general community interest.
4. Examples of free publications that are not acceptable include:
 - Commercial publications whose primary purpose is to generate business
 - Petitions
 - Items pertaining to sale of personal property or solicitations for employment (some exceptions are made for government entities)
 - Materials unsuitable in size or format.
5. Publications will be arranged and displayed by library staff. The public should not remove or rearrange the position of any publication.
6. PCCLD libraries must approve display hardware for publications or may request hardware from the vendor if needed. Unapproved and/or unsolicited hardware will be removed.
7. Free publications will be displayed only in designated handout areas.
8. The Library assumes no responsibility for acquiring materials, replacing them, or contacting agencies to replenish publications.
9. The Library reserves the right to dispose of materials as it sees fit, and will not return materials deemed unsuitable for distribution.
10. Publishers or vendors with more than one publication must have each publication reviewed on its own merit.
11. Serial publications, once reviewed and approved, do not require separate reviews for each issue.

Policy Reference: [03.05.02](#) *Bulletin Boards, Information Racks and Distribution of Free Materials*



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Access and use of Facilities

03.05.02.G3 Campaign Literature Guidelines

In recognition of its role of supplying election information to the public and to provide information presenting all points of view on issues, PCCLD will make available free campaign information tables at its libraries. Individuals or organizations representing candidates and/or issues may leave campaign literature for the public to pick up from these campaign information tables pursuant to the following rules:

1. The responsibility for maintaining a sufficient supply of literature for public dissemination rests with the individual or organization representing the candidate or issue.
2. PCCLD shall not expend any public monies from any source, or make any contribution to urge electors to vote in favor of or against any campaign issue or candidate.
3. The sole purpose of the campaign information table is to offer the public all points of view on election matters so the public can make informed decisions when voting.
4. Any member of the general public is permitted to place campaign material on the table.
5. Political campaign material can only be displayed during the month preceding an election day. Library locations that serve as a polling place must be sure that campaign materials are either over 100 feet from the polls or removed before any election activities take place.
6. A sign will be placed in a prominent place on or above the table stating that:
 - (a) The table is being provided in fulfillment of the library's institutional mission of providing access to information.
 - (b) Any member of the general public is permitted to place campaign material on the table.
 - (c) The presence of election materials on the table does not constitute an endorsement of any candidate, advocacy of a yes or no vote on any ballot issue, or urging any elector to vote in favor of or against any candidate or ballot issue by PCCLD.

Policy Reference: [03.05.02](#) *Bulletin Boards, Information Racks and Distribution of Free Materials*



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Access and use of Facilities

03.05.03 Exhibits and Displays


Exhibits and displays at PCCLD libraries are designed to promote library resources, services, and events. When space is available, exhibits and displays can also be designed to showcase items of interest to the community that are not owned by the library.

All such exhibits and displays are designed and approved at the discretion of PCCLD library supervisors. Permission to display materials does not imply library endorsement of content.

PCCLD may host a temporary exhibit or display of materials loaned by individuals, businesses or agencies. Prior to delivering items to a library, a lender must complete and sign a loan/exhibition agreement.

PCCLD's staff will not be involved in any potential sale of items included in an exhibit or display unless prior approval has been received from PCCLD's Executive Director or his/her designee.

Loan and Exhibition Agreement

 **PUEBLO CITY-COUNTY
Library District**
100 E. Abriendo Ave.
Pueblo, CO 81004-4290

Name:

Address:

City:

Zip:

Phone:

Description, estimated value and condition of each item (complete reverse side):

Date item(s) loaned to PCCLD:

Date to be picked up:

Location where item(s) will be exhibited:

Exhibited for the period from:

to:

Are these items insured? ☐ **Yes** ☐ **No**

Policy

Exhibits and displays at PCCLD libraries are designed to promote library resources, services, and events. When space is available, exhibits and displays can also be designed to showcase items of interest to the community that are not owned by the library.

All such exhibits and displays are designed at the discretion of PCCLD's staff. Permission to display materials does not imply library endorsement of content.

PCCLD may host a temporary exhibit or display of materials loaned by individuals, businesses or agencies. Prior to delivering items to a library, a lender must complete and sign a loan/exhibition agreement.

PCCLD's staff will not be involved in any potential sale of items included in an exhibit or display unless prior approval has been received from PCCLD's Executive Director or his/her designee.

INDEMNITY AGREEMENT The library will take reasonable care to ensure the safety and security of items; however, the library assumes no responsibility for loss, damage, or theft. By signing this agreement, the lender agrees to defend, protect, indemnify and hold PCCLD harmless against all claims arising from negligence or fault of the lender or any of its agents, family members, officers, volunteers, helpers, partners, organizational members or associates which arise out of the display of or damage to or loss of the loaned items listed. The lender is encouraged to obtain insurance for items of value. Items not removed by the scheduled pick up date may be removed or disposed of by PCCLD. The lender has read the guidelines for exhibits and agrees to the terms.

Lender

Date

Library Representative

Date

THE FOLLOWING IS TO BE SIGNED BY THE LENDER BEFORE REMOVING ITEMS

I have examined the items named above and find them to be in satisfactory condition.

Lender

Date

LOAN INVENTORY SHEET

DESCRIPTION OF EACH ITEM	VALUE	CONDITION



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Access and use of Facilities

03.05.03.G1 Exhibit and Display Case Guidelines

Policy

Exhibits and displays at PCCLD libraries are designed to promote library resources, services, and events. When space is available, exhibits and displays can also be designed to showcase items of interest to the community that are not owned by the library.

All such exhibits and displays are designed at the discretion of PCCLD's staff. Permission to display materials does not imply library endorsement of content.

PCCLD may host a temporary exhibit or display of materials loaned by individuals, businesses or agencies. Prior to delivering items to a library, a lender must complete and sign a loan/exhibition agreement.

PCCLD's staff will not be involved in any potential sale of items included in an exhibit or display unless prior approval has been received from PCCLD's Executive Director or his/her designee.

Guidelines

Preference for exhibit and display space is given to local nonprofit organizations. Exhibits that are solely for commercial purposes, including the sale of goods and services, will not be considered. Displays are changed regularly, and exhibits should be relevant for at least two weeks. Groups or individuals desiring to provide a display or exhibit should contact the Community Relations Manager or his/her designee or the manager of the library facility at least two months in advance. PCCLD reserves the right to preempt an exhibit or display. Each PCCLD library manager reserves the right to determine the schedule for its exhibits/displays, including their length, location and frequency.

Exhibits and displays may not contain dangerous or hazardous materials, including but not limited to explosives, biological, or chemical material, any device that creates noise while on display, firearms, or perishable materials. Although the library supports free speech and the First Amendment, exhibits may not include speech that is not constitutionally protected or material that would violate election laws if the library is being used as a polling site. Items may be excluded if they are determined to be illegal or would pose a health hazard to library patrons. Appropriate public agencies may be consulted as part of the decision process.

Displays should be arranged in a neat and attractive manner with printed labels that are legible. A card may provide contact information for sales after the exhibit or display has been dismantled. For security and inventory reasons, staff cannot open display cases to show items to potential buyers or to permit items to be removed for sale.

The library will take reasonable care to ensure the safety and security of items displayed; however, the library assumes no responsibility for loss, damage, or theft. Exhibitors are encouraged to obtain insurance for items of value and will be required to sign a form releasing the library from liability. Items must be removed from the display case or exhibit area as scheduled. Items not removed by the scheduled pick up date may be removed or disposed of by PCCLD.

Display or exhibit of items in the library does not indicate endorsement of the issues, events, items, or services promoted by the displayed materials.



PUEBLO CITY-COUNTY Library District

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Access and use of Facilities

03.05.03.P1 Public Art Acquisition and Display Procedure

PCCLD possesses a small, non-circulating collection of paintings, art prints and sculptures. Limited display space in PCCLD libraries is made available to create environments which are comfortable, functional and aesthetically pleasing. To this end, gifts of works of art are welcome and may be accepted under the conditions established by PCCLD's Gifts of Materials Policy. From time to time, PCCLD may also purchase works of art to enhance its facilities.

PCCLD's Executive Director is authorized to accept works of art that meet established selection criteria. Gifts that do not meet the criteria will not be added to the Library's public art collection. Decisions on where and when donated or purchased public art may be displayed in a PCCLD facility will be made by the Executive Director, or his/her designee.

The Executive Director, at his/her discretion, may establish a committee to evaluate the acquisition of public art. This committee will be composed of a combination of persons from the community with expertise in art and persons who know and understand the Library environment. The committee may include library staff, PCCLD Board of Trustees members, working professional artists or other community members knowledgeable about art.

The Library will take reasonable care to maintain works of art in a manner that will preserve their value.

When accepting a work of art, the Library reserves the right to:

- Refuse any work of art offered for sale or as a gift
- Exhibit any donated object in a manner that is consistent with its policies, needs and available space. Acceptance of an object does not imply that it will be on permanent public display
- Move and relocate art work for any reason it deems necessary
- Dispose and sell a work of art upon approval of the PCCLD Board of Trustees.

Established Selection Criteria

Quality: The art should have a standard of quality suitable for long term location in a public building.

Style and nature: The art should be appropriate in scale, material, form and content for the library environment.

Elements of design: Public art may have other functions besides aesthetic enjoyment. For example, a work of art may establish a focal point, modify, or enhance a space or identify a building function. The work of art should complement the building and its purpose.

Durability: Works of art will be examined for durability taking the library environment into consideration. Extremely fragile items or those that are particularly attractive to vandalism are not appropriate for the Library setting.

Maintenance costs. Whether selecting a work of art to purchase or determining if a gift may be accepted, the Library will take into consideration the cost of maintaining it over its lifetime. Start-up and ongoing costs for cleaning, mounting, and insurance will be considered.

Public liability: Works will not be selected or accepted that create unsafe conditions or contain other factors that may bear on public liability.

Conditions of acceptance: In the case of gifts or donations, the donor's conditions may affect whether or not the gift will be accepted.

Policy Reference: [03.03.04](#) *Gifts of Materials*



PUEBLO CITY-COUNTY Library District

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Access and use of Facilities

03.05.04 Solicitations and Fundraising

Fundraising inside PCCLD libraries and outside of library meeting rooms is limited to efforts conducted under the auspices, permission and sponsorship of PCCLD.

Disruptions of library use and services can be caused by the unauthorized sale of tickets or goods and services and requests for fundraising contributions on PCCLD's premises. The purpose of this policy is to regulate when such activities can be authorized.

All sales of tickets or goods and services in PCCLD libraries outside of meeting rooms shall be sold for the primary benefit of PCCLD and/or must be preapproved by PCCLD's Executive Director or by his/her designee. Other kinds of solicitations such as vending, peddling and product sampling or entreating library customers or staff to make a contribution is also not allowed in PCCLD libraries outside of library meeting rooms without the prior approval of the Executive Director or his/her designee.

See also: [03.05.01](#) *Meeting Room Use*
 [03.05.01.G1](#) *Meeting Room Use Guidelines*
 [02.09.12](#) *Solicitation (Employee Guidelines)*



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Library District

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Access and use of Facilities

03.05.04.G1 Solicitations and Fundraising Guidelines

Policy:

Fundraising inside PCCLD libraries and outside of library meeting rooms is limited to efforts conducted under the auspices, permission and sponsorship of PCCLD.

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All sales of tickets or goods and services in PCCLD libraries outside of meeting rooms shall be sold for the primary benefit of PCCLD and/or must be preapproved by PCCLD's Executive Director or by his/her designee. Other kinds of solicitations such as vending, peddling and product sampling or entreating library customers or staff to make a contribution is also not allowed in PCCLD libraries outside of library meeting rooms without the prior approval of the Executive Director or his/her designee.

Guidelines:

PCCLD is funded primarily by local property tax revenues and must approach the decision to solicit funds with discretion. In general, the solicitation of funds should meet library purposes such as to fund a library construction project or to expand library collections or services and other supporting activities.

Most of the ongoing activities of PCCLD are supported through the library operating budget. Occasionally, however, a library manager or supervisor may want to seek additional funds to underwrite library projects. All solicitations and fundraising efforts, including grant applications, must be approved by PCCLD's Executive Director or his/her designee prior to any action by the library manager or supervisor.



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Access and use of Facilities

03.05.05 Petitions and Surveys

Candidate nomination petitions, initiative or referendum petitions, or surveys of public opinion must be conducted by individuals or groups outside of PCCLD libraries. These activities may be conducted outside libraries as long as library activities are not disrupted and access to libraries is not obstructed.

While inside a PCCLD library, approaching library users or staff to request a signature on a petition or to distribute leaflets or information pertaining to a petition, or to campaign for an office or an issue, is not permitted. PCCLD reserves the right to display petitions or surveys in its libraries which are directly related to library services or activities.

The presence of petition circulators or survey takers outside of a library does not constitute PCCLD's endorsement of the policies, beliefs or political affiliations of any person or group.



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Access and use of Facilities

03.05.06 Partnerships and Sponsorships

PCCLD partners with institutions or accepts sponsorships when doing so benefits PCCLD. Partnerships are considered to be long-term cooperating alliances between PCCLD and one or more institutions with specific responsibilities and outcomes assigned to each partner. Sponsorships are considered as a means for institutions to support specific library projects, services, or programs and are short-term.

Each opportunity will be evaluated by the PCCLD Executive Director or his/her designee to determine the costs and benefits. Based on the scope of the partnership or sponsorship, the Executive Director will determine whether a formal written agreement is required. The Executive Director may enter into written agreements. All written agreements that cost PCCLD \$25,000 or more per year shall require approval by PCCLD's Board of Trustees. The Executive Director is responsible for communicating each written agreement to the PCCLD Board of Trustees.

The mission and policies of potential partners and sponsors must be compatible with PCCLD's mission and policies. PCCLD may cancel a partnership or sponsorship agreement at any time if the partnering or sponsoring institution uses the library's name without prior consent or if the partner or sponsor's mission changes substantially in a manner that becomes incompatible with PCCLD's mission and image.



PUEBLO CITY-COUNTY Library District

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Access and use of Facilities

03.05.06.G1 Satellite Partnership Guidelines

The primary role of PCCLD's satellite collections is to provide access to books, information and programming that supports community needs and interests. This document identifies the locations of these collections and provides general guidance governing these services.

The satellite collections are for the reading enrichment of community members. An agreement between PCCLD and each partnering organization governs the operation of a PCCLD satellite.

PCCLD satellite collections are located at these sites:

Avondale Elementary School
213 Highway 50 East
Avondale, CO 81022

Colorado State University - Pueblo
2200 Bonforte Blvd.
Pueblo, CO 81001

Beulah School
8734 School House Lane
Beulah, CO 81023

Pueblo Community College
900 W. Orman Ave.
Pueblo, CO 81004

The hours of each satellite are established based on available library resources and schedules dictated by each partnering organization.

Policy Reference: [03.05.06](#) *Partnerships and Sponsorships*



PUEBLO CITY-COUNTY

Library District

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Access and use of Facilities

03.05.07 Naming Library Facilities, Rooms or Grounds

The Board of Trustees must approve naming library facilities, rooms or grounds for an individual and/or organization that has made a significant contribution, not limited to financial contribution, to PCCLD.



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Access and Use of Facilities

03.05.08 Photography and Filming Policy

Public library facilities and grounds are defined as limited public forums, subject to reasonable time, place and manner restrictions. Members of the general public are permitted to take photos or film for personal, non-commercial use in open, public areas of the Library to the extent that they do not interfere with the mission of the Pueblo City-County Library District (PCCLD), do not impede the delivery of library services, and do not infringe on the privacy rights of the Library's patron's and staff in conformance with C.R.S. §24-90-119. All parties involved in filming and photography are expected to follow the Customer Code of Conduct.

Library staff reserve the right to ask any individual or group to cease taking photos or filming when it appears to compromise public or staff safety, security or interfere with library operations. Photographers and videographers are asked to be respectful and refrain from disturbing other library users and staff, and they have sole responsibility for gaining all necessary releases and permissions from persons who are photographed or filmed in accordance with the Customer Code of Conduct. PCCLD undertakes no responsibility for obtaining these releases.

PCCLD may limit filming and photography on library property to ensure the right of patrons to acquire information freely and confidentiality without scrutiny, intimidation, or distraction by others. To protect the privacy of patrons and staff, photography and filming are restricted or prohibited in certain locations including, but not limited to restrooms, parental/caregiver support areas, locations housing artifacts or archival materials and areas reserved for staff use only.



PUEBLO CITY-COUNTY

Library District

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Customer Conduct

03.06.01 Acceptable Library Use and Safety

PCCLD libraries are designed to provide access to customers of all ages and abilities. Customers using the library and its resources have the right to expect to obtain public library services in an orderly environment.

Library staff and/or security personnel shall take appropriate actions to ensure that all customers use the library in an acceptable, safe, and respectful manner.

Unacceptable library use by customers includes, but is not limited to, any disruptive behavior that harasses or annoys others, results in physical, emotional, or mental injury to the perpetrator or others, interferes with the library business of other customers or staff, or is illegal. This includes any activity which results in harm to library grounds, facilities, equipment, materials, or services.

A customer demonstrating unacceptable library use will be notified by library staff or security personnel that the behavior is inappropriate. Failure to comply can result in expulsion from the library and/or suspension of library privileges. An appeal of a suspension of library privileges may be made in writing to PCCLD's Executive Director.

Local law enforcement officials may be called to handle emergency situations as defined in PCCLD's "Guidelines Governing Use of the Library."

Policy Reference: [03.01.02](#) *Internet Access and Wireless Use*
 [03.01.03](#) *Public Computers and Other Equipment Use*
 [03.05.01](#) *Meeting Room Use*
 [03.06.02](#) *Child Conduct and Safety*
 [03.06.03](#) *Customer Code of Conduct*

See Also: [03.06.01.F1](#) *Incident Report Form*
 [03.06.01.G1](#) *Guidelines Governing Use of the Library*
 [03.06.03.G1](#) *Customer Suspension Guidelines*

Incident Report Form



100 E. Abriendo Ave.
Pueblo, CO 81004-4290

Branch / Dept. _____

Date and Time: _____

Staff Reporting: _____

Written reports are necessary when the police have been called or there is possible insurance liability. Such reports should be written as soon as possible after the event, and copies should be provided to the Supervisor, Human Resources Manager, Associate Director, Chief Financial Officer, and the Executive Director. In the case of accidents or injuries, the first priority is for the victim's immediate aid.

EMERGENCY: (check appropriate box)

- | | |
|--|---|
| <input type="checkbox"/> Abandoned Child | <input type="checkbox"/> Injury / Sudden Illness |
| <input type="checkbox"/> Alcohol / Drug Abuse | <input type="checkbox"/> Refusing to Leave When Requested |
| <input type="checkbox"/> Arms / Aggression / Threats | <input type="checkbox"/> Sexual Misconduct |
| <input type="checkbox"/> Disruptive Behavior | <input type="checkbox"/> Theft |
| <input type="checkbox"/> Harassment | <input type="checkbox"/> Vandalism |
| <input type="checkbox"/> Other | <input type="checkbox"/> Weapon |

Describe incident, location, etc. _____

ACTION TAKEN:

Name / description of offender (see reverse): _____

Name / description of victim: _____

Name of witnesses / staff involved: _____

Was law enforcement called? ☐ YES ☐ NO

Length of time to respond: _____

Victim refused further assistance ☐ YES Explain: _____

Describe action taken by staff and/or authorities: _____

*Any time someone is sick or gets hurt and bodily fluids need to be cleaned up, the Facilities Superintendent should be notified. The first and primary concern when faced with any emergency is to call 911. It is extremely important that staff **DO NOT** clean up the area themselves. The contaminated area should be roped off in some manner to prevent others from coming into contact with bodily fluids until Facilities can properly clean and sanitize the area. If the area that is soiled is in a place where it will affect other patrons, clear the library out and close until it is cleaned. The Facilities Department has someone on call at all times who is trained to safely manage bodily fluids. If the Facilities Superintendent cannot be reached, contact another Facilities staff member using the current pager numbers.*

SUSPECT DESCRIPTION

Approximate height: _____

Approximate weight: _____

Hat: _____

Male _____ Female _____

Hair (*color/cut*): _____

Complexion: _____

Eyes (*color*) / glasses: _____

Speech (*accent, lisp, etc.*) _____

Facial hair (*beard/mustache*) _____

Scars/marks/tattoos: _____

Shirt: _____

Nationality: _____

Coat / jacket: _____

Approximate age: _____

Trousers: _____

Shoes: _____

Method of Escape: _____

Other clothing: _____

Direction: _____

Right / Left handed: _____

Weapon: _____

Vehicle Description: _____

Revolver / Automatic: _____

License: _____

Make / Year: _____

Color: _____

OTHER REMARKS: _____



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Customer Conduct

03.06.01.G1 Guidelines Governing Use of the Library

CUSTOMER CODE OF CONDUCT POLICY

PCCLD seeks to provide a safe, comfortable environment in its libraries in order to promote a worthwhile and satisfying library experience. Library customers are expected to follow all library policies, including this Customer Code of Conduct policy. Failure to do so may result in expulsion from the library and/or the loss of library privileges.

PCCLD expects library customers to abide by all federal, state and local laws while at the library. The Executive Director or his/her designee is authorized to call local law enforcement officials and report suspected violations of the law.

PCCLD expects library customers to observe normal rules of common courtesy. Library customers who are not courteous to others will be asked to stop their discourteous behavior or leave the library.

Prohibited activities at PCCLD libraries include but are not limited to:

- Engaging in any behavior that jeopardizes the health, safety, or well-being of customers or staff
- Bringing in concealed weapons not legally licensed and permitted, or openly displaying a weapon except by law enforcement officials
- Abandoning or leaving young children unattended
- Vandalizing library facilities, equipment, or materials
- Littering on library property
- Using obscene or vulgar language
- Smoking, chewing or other tobacco use within the building or within 20 feet of an entrance
- Removing library materials from the building without checking them out
- Engaging in voyeurism, peeping, stalking or acts of public indecency
- Harassing customers or staff
- Failing to wear shirt or shoes
- Bringing in animals other than service animals except as part of a library-sponsored program
- Distributing leaflets or posting notices not authorized by the library administration
- Panhandling, loitering, selling, or soliciting
- Using the library as a place to sleep
- Eating except in designated area or drinking from uncovered containers
- Bathing, shaving or washing clothes
- Bringing in bulky items that take up excessive space
- Playing or wading in a library water feature
- Making loud or disturbing noises
- Skateboarding, skating, or using any similar recreational device inside or outside the library

This policy will be posted in all PCCLD libraries.

Staff Responsibilities

When a customer refuses to comply with the *Customer Code of Conduct* or any other library policy, the following general principles govern the actions of the library staff:

1. Every staff member should be constantly aware of the people and activities in his/her work area.
2. The first consideration is always the safety of those present in the library.
3. Staff members must always give the public every courtesy and consideration that is consistent with their responsibility to enforce library policies.
4. Any violations of the *Customer Code of Conduct* or any other library policy should be handled by the first staff member at the scene. Staff members may seek help and support from other staff members or security personnel in confronting difficult situations or customers.
5. Each violation of the *Customer Code of Conduct* or any other library policy should be handled with the least drastic action that will achieve the desired result.
6. Written reports are necessary to document incidents in which individuals have been asked to leave the premises, to document incidents when the police have been called, or if there is possible insurance liability. Such reports should be written as soon as possible after the event, and copies should be provided to all necessary individuals indicated on the form (*See 03.06.01.F1 Incident Report*).
7. The *Customer Code of Conduct* policy is posted on public bulletin boards and empowers the library staff to maintain a proper library environment.
8. Staff members are responsible for the operation of the library. Security personnel are to observe and support staff as needed.

Confronting Individuals in violation of the *Customer Code of Conduct*:

1. Investigate any report or observation of a violation of the *Customer Code of Conduct*.
2. If the report or observation is valid, inform the violator of the *Customer Code of Conduct* and request that the individual correct his/her behavior and to comply with the *Customer Code of Conduct*. (*Customer Code of Conduct* should be posted on public bulletin boards at all times.)
3. If the individual continues the violation, seek support from other staff or security personnel to again notify the individual that the behavior is in violation of the *Customer Code of Conduct* and warn the individual that if the behavior continues, he/she will be asked to leave the library.
4. If the individual refuses to correct his/her behavior, the individual should be asked to leave the library immediately. Complete an *Incident Report*.
5. If the individual refuses to leave the library, inform the individual that the police will be notified
6. If the individual still will not leave, contact the police and request intervention. (Any time law enforcement has been contacted, a written Incident Report must be prepared.)

Suspension of Library Privileges

Customers who violate the *Customer Code of Conduct* may have their library privileges suspended. (See [03.06.03.G1 Customer Suspension Guidelines](#)) If a staff member encounters a customer who is known to have had his/her privileges suspended, the Associate Director or library building supervisor should be notified, and the customer should be reminded of the suspension and asked to leave the library immediately.

Contacting Person-in-Charge

The Person-in-Charge at the Rawlings Public Library is scheduled by the Associate Director or his/her designee. For PCCLD's other locations, the Person-in-Charge is scheduled by each library's supervising librarian or his/her designee. At locations where there are security guards, security is notified who is in charge. Normally, the Person-in-Charge will not be called upon, but occasionally it may be necessary for

staff or security to contact someone “in charge” for guidance or assistance. If there is a special weekend or evening emergency, the Associate Director or Executive Director may be contacted (*See Emergency Contact Numbers below*).

Injury / Sudden Illness

Staff members who encounter customers who become seriously ill or are injured on library property may call 911 to obtain additional help, depending on the severity of the injury or illness. If the customer is accompanied by family members, staff may consult with family members to determine the appropriate response. Staff members should not attempt to provide medical treatment to the customer. Following the incident, an [03.06.01.F1 Incident Report](#) should be completed to document the incident.

Emergency Contacts

The first and primary concern when faced with any emergency in the library or on its premises is to call 911.

EMERGENCY CONTACT NUMBERS	
(Dial 9 to get outside line)	
Emergencies 911	
<i>(Note: when calling 911 from a PBX phone system it is necessary to identify the location from which you are calling)</i>	
Other Emergency Contacts:	
Police Dispatch	549-1232
Report a Crime	549-1200
Sheriff Dispatch	583-6250
Animal Control	544-3005
<i>(Before 9:00 a.m. or after 5:00 p.m. contact Police Dispatch or Sheriff Dispatch)</i>	
Facilities Dispatch	549-0456
IT Help Desk	553-0219
Security (Office)	744-0486
Rawlings Guard	240-2965
Person in Charge	See schedule
Associate Director (cell)	248-5089
Executive Director (cell)	251-0041

Contaminated Areas

Any time someone becomes sick or requires bodily fluids to be cleaned up, staff should contact the Facilities Superintendent (Cell 240-0539). It is extremely important that staff **DO NOT** clean up the area themselves. The contaminated area should be roped off in some manner to prevent others from coming into contact with bodily fluids until Facilities can properly clean and sanitize the area. If the affected area is in a place where its customers cannot be protected from contamination, clear the library out and close until the area has been cleaned. The Facilities Department has someone on call at all times who is trained to safely manage bodily fluids. If the Facilities Superintendent cannot be reached, contact Facilities Dispatch and alert them of the need for an immediate cleanup.

Policy Reference: [03.06.01](#) *Acceptable Library Use and Safety*
 [03.06.03](#) *Customer Code of Conduct*

See Also: [03.06.03.F1](#) *Suspension of Library Privileges*
 [03.08.01.R2](#) *Legal Citations*



PUEBLO CITY-COUNTY Library District

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Customer Conduct

03.06.02 Child Conduct and Safety

The conduct, safety, and supervision of children while on library premises are the responsibility of parents, guardians, and caregivers. Staff may contact parents, guardians or caregivers when a child is disruptive or believed to be at risk.

When a child is left at the library at closing time, staff will attempt to contact a parent, guardian or caregiver. In the event no one can be contacted, staff will call a local law enforcement agency and place the child in their custody.

Policy Reference: [03.06.01](#) *Acceptable Library Use and Safety*
 [03.06.03](#) *Customer Code of Conduct*

See Also: [03.06.01.G1](#) *Guidelines Governing Use of the Library*



PUEBLO CITY-COUNTY Library District

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Customer Conduct

03.06.03 Customer Code of Conduct

PCCLD seeks to provide a safe, comfortable environment in its libraries in order to promote a worthwhile and satisfying library experience. Library customers are expected to follow all library policies, including this Customer Code of Conduct policy. Failure to do so may result in expulsion from the library and/or the loss of library privileges.

PCCLD expects library customers to abide by all federal, state and local laws while at the library. The Executive Director or his/her designee is authorized to call local law enforcement officials and report suspected violations of the law.

PCCLD expects library customers to observe normal rules of common courtesy. Library customers who are not courteous to others will be asked to stop their discourteous behavior or leave the library.


Prohibited activities at PCCLD libraries include but are not limited to:

- Engaging in any behavior that jeopardizes the health, safety, or well-being of customers or staff
- Bringing in concealed weapons not legally licensed and permitted, or openly displaying a weapon except by law enforcement officials
- Abandoning or leaving young children unattended
- Vandalizing library facilities, equipment, or materials
- Littering on library property
- Using obscene or vulgar language
- Smoking, chewing or other tobacco use within the building or within 20 feet of an entrance
- Removing library materials from the building without checking them out
- Engaging in voyeurism, peeping, stalking or acts of public indecency
- Harassing customers or staff
- Failing to wear shirt or shoes
- Bringing in animals other than service animals except as part of a library-sponsored program
- Distributing leaflets or posting notices not authorized by the library administration
- Panhandling, loitering, selling, or soliciting
- Using the library as a place to sleep
- Eating except in designated area or drinking from uncovered containers
- Bathing, shaving or washing clothes
- Bringing in bulky items that take up excessive space
- Playing or wading in a library water feature
- Making loud or disturbing noises
- Skateboarding, skating, or using any similar recreational device inside or outside the library
- Dispensing chemicals or noxious substances including, but not limited to, mace, pepper spray, stink bombs and tear gas

This policy will be posted in all PCCLD libraries.

See Also: [03.06.01](#) *Acceptable Library Use and Safety*
 [03.06.01.G1](#) *Guidelines Governing Use of the Library*
 [03.06.02](#) *Child Conduct and Safety*

SUSPENSION OF LIBRARY PRIVILEGES

 **PUEBLO CITY-COUNTY
Library District**
100 E. Abriendo Ave.
Pueblo, CO 81004-4290

You _____, are hereby notified that you have violated the policies and procedures of the Pueblo City-County Library District (PCCLD), and your presence on the properties located at the Barkman Library (1300 Jerry Murphy Rd.), Lamb Library (2525 S. Pueblo Blvd.), Pueblo West Library (298 S. Joe Martinez Blvd.), the Rawlings Library (100 E. Abriendo Ave.), or at any other PCCLD's community/partnership library whose locations are listed on www.pueblolibrary.org, is no longer desired. Your Library privileges are suspended from said properties until _____ (date).

After this date, you may request your Library privileges to be reinstated by contacting

_____ at _____.
(Library Manager) (Contact phone number)

If you come back on the premises before reinstatement of your library privileges, you will be arrested and prosecuted for trespassing on public property.

You have the right to appeal the suspension of your library privileges by contacting PCCLD's Executive Director in Administration at the Rawlings Public Library at 719-562-5625.

DATE of Policy Violation: _____

Customer Signature

Witness

☐ Check here to acknowledge privileges in Sirsi
have been suspended for the specified time.

Library Supervisor Signature

Route this form to Executive Director's Office

Executive Director

[03.06.01](#) Acceptable Library Use and Safety
[03.06.02](#) Child Conduct and Safety
[03.06.03](#) Customer Code of Conduct
[03.08.01.R1](#) Resource Documents: Colorado Revised Statutes, 18-9-110 Public Buildings/Trespass,
18-9-117 Unlawful Conduct on Public Property



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Customer Conduct

03.06.03.G1 Customer Suspension Guidelines

When a customer refuses to comply with PCCLD's Customer Code of Conduct policies or with any other library policy:

- A Library Supervisor or designated person in charge will exercise his/her judgment and discretion to suspend a customer's library privileges on a first offense for the remainder of the day.
- PCCLD's Executive Director or his/her designee may further exercise his/her judgment and discretion to suspend a customer's library privileges for a period of one month or more, depending on the seriousness and frequency of the infraction(s) as described in PCCLD's [03.06.03.S1](#) *Offense and Consequence Levels*.
- Customers have the right to appeal their suspension of library privileges by contacting PCCLD's Executive Director at the Rawlings Public Library.

Customers whose library privileges have been revoked will be notified verbally by staff or security, and in the case of minors, the parent or guardian may also be notified. Staff will notify security, the Associate Director or library building supervisor of any attempt to use the library by a customer who is known to have had his/her privileges suspended. The police will also be notified of any such episodes as the presence of such persons shall be considered a trespassing offense.

Any suspension of library privileges should be documented using the [03.06.01.F1](#) *Incident Report Form* and/or the [03.06.03.F1](#) *Suspension of Library Privileges Form*.

Customers whose library privileges have been suspended may be required to meet with the Associate Director or the library building supervisor to request permission to formally lift the suspension of library privileges.

Policy Reference: [03.06.01](#) *Acceptable Library Use and Safety*
 [03.06.03](#) *Customer Code of Conduct*

See Also: [03.06.01.G1](#) *Guidelines Governing Use of the Library*
 [03.08.01.R2](#) *Legal Citations*



PUEBLO CITY-COUNTY Library District

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Customer Conduct

03.06.03.S1 Offense and Consequence Levels

Below is a partial list of offenses with resulting consequences:

Level 1 – Least serious	Level 2 – More serious	Level 3 – Most serious
Abandoning or leaving young children unattended	Bringing in concealed weapons not legally licensed and permitted	Threatening with a weapon
Smoking, chewing or other tobacco use within the building or within 20 feet of an entrance	Carrying alcoholic beverages in the library (except at authorized events) or intoxication	Possession or distribution of controlled substances
Skateboarding, skating, or using any similar recreational device inside or outside the library	Engaging in any behavior that jeopardizes the health, safety, or well-being of customers or staff	Vandalizing library facilities, equipment or materials
Littering on library property	Removing library materials from the building without checking them out	Assault/battery upon any person
Bringing in animals other than service animals (except as part of library-sponsored program)	Harassing or threatening customers or staff	Engaging in voyeurism, peeping, stalking or acts of public indecency
Distributing leaflets or posting notices not authorized by PCCLD	Making a false report to police, fire department or other officials	Trespassing, including being in the library at unauthorized times
Eating except in designated areas or drinking from uncovered containers	Using a stolen library card	Participation in gambling activities on library property
Failing to wear shirt or shoes		
Making loud or disturbing noises		
Using the library as a place to sleep		
Panhandling, loitering, selling, or soliciting		
Bathing, shaving, or washing clothes		
Bringing in bulky items that take up excessive space		
Playing or wading in library water feature		
FIRST OFFENSE		
Customer will be informed that their behavior is not appropriate in the library. If the customer's inappropriate behavior persists, the customer will be asked to leave and/or be evicted from the library and will be prohibited from returning for the remainder of the day.	PCCLD privileges will be suspended for 1-6 months	PCCLD privileges will be suspended for 6-12 months
REPEATED OFFENSES		
PCCLD privileges will be suspended for 1-6 months	PCCLD privileges will be suspended for one year or longer	PCCLD privileges can be suspended permanently



PUEBLO CITY-COUNTY

Library District

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Customer Conduct

03.06.04 Video Surveillance

In support of PCCLD's mission, the library strives to provide a welcoming and safe environment where people can use the library's facilities and resources. The library has installed video surveillance cameras to promote safety for customers and staff and to provide extra security for PCCLD's valuable resources and facilities. The purpose of this policy and the following procedures are to establish guidelines for the placement and use of video surveillance cameras as well as the access and retrieval of recorded digital images.

Video surveillance will be used, when necessary and under specific guidelines, to provide staff and law enforcement assistance in investigating and prosecuting criminal activity and violations of the Library's Code of Conduct.

Cameras will be installed to cover entrances and exits to and from the buildings, near elevators and stairs, near valuable collections or resources, public use areas, and delivery areas. They will not be used where staff and customers have an expectation of privacy such as inside of restrooms. There will be public notice of video surveillance equipment in use in the building.

The Executive Director and his/her designee(s) will have access to real-time monitors and archived materials to pursue alleged violations of the Library's Code of Conduct and/or incidents of criminal activities. No content may be released without the express written permission of the Executive Director or his/her designee.

Policy Reference: [03.06.01](#) *Acceptable Library Use and Safety*
 [03.06.03](#) *Customer Code of Conduct*

See Also: [03.06.01.G1](#) *Guidelines Governing Use of the Library*



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Customer Conduct

03.06.04.G1 Video Surveillance Guidelines

Video surveillance cameras will be placed in areas to permit designated Library staff to view real-time monitors on desktop computers, placed in secure areas to ensure private access.

Video surveillance cameras will not constantly be monitored; therefore, staff and public should take appropriate precautions for their safety and the security of personal belongings. PCCLD is not responsible for personal injury or loss of property.

Access to archived video surveillance camera footage in pursuit of violations of the Library's Customer Code of Conduct and documented incidents of criminal activity are restricted to the staff approved by the Executive Director and/or his/her designees.

Police access to archived video surveillance camera footage is given pursuant to a subpoena, court order, or other situations required by law when such requests are submitted to the Executive Director or his/her designee.

Stored still images of barred and/or suspended customers may be shared by staff district-wide. These images may be posted in restricted staff areas for the duration of the suspension or the length of time customers are barred.

Images will generally be stored for an average period of 30 days. As new images are recorded, the oldest images will be automatically deleted except for selected digital video which may be saved as long as needed.

Questions from the public may be directed to the Executive Director and/or the Director of Public Services.

A copy of this guideline may be shared with members of the public upon request. The policy and guidelines are also posted on PCCLD's website.

Policy Reference: [03.06.01](#) *Acceptable Library Use and Safety*
 [03.06.03](#) *Customer Code of Conduct*

See Also: [03.06.01.G1](#) *Guidelines Governing Use of the Library*
 [03.08.01.R2](#) *Legal Citations*



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Library Programs and Public Relations

03.07.01 Library Programs and Events

PCCLD offers a wide variety of programs and events for all age groups to enhance the library experience, provide information to the community, and further the library's mission.

All library programs and events are open to the public and must respect the PCCLD's commitment to intellectual freedom.

Fees will not be charged for library programs or events except at the discretion of PCCLD's Executive Director or his/her designee.

PCCLD may co-sponsor programs and events with other agencies or may participate as a co-sponsor in programs as approved by the Executive Director or his/her designee. PCCLD sponsorship of a program or event does not constitute an endorsement of the content of the program or event or the views expressed by participants.

PCCLD also provides space for programs that are initiated by the public and held in the library's meeting rooms. Use of the meeting rooms is covered under the "Meeting Room Use" policy, and procedures for meeting room use are established by PCCLD's Executive Director or his/her designee.

See Also: [03.05.01](#) *Meeting Room Use*
 [03.05.01.G1](#) *Meeting Room Use Guidelines*
 [03.05.04](#) *Solicitations and Fundraising*
 [03.05.06](#) *Partnerships and Sponsorships*



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Library Programs and Public Relations

03.07.01-1 Library Programs and Events

PCCLD offers a wide variety of programs and events for all age groups to enhance the library experience, provide free and open access to information and further the library's mission.

A program sponsored by PCCLD is an event in which employees are involved in the planning, implementation, and/or evaluation, regardless of locale or time commitment. Library programs are considered a core service and are designed to support the overall mission of the library.

All library programs and events are open to the public and must respect PCCLD's commitment to intellectual freedom. Programs provide materials and information presenting all points of view on current and historical issues. Library materials, programs and resources are provided for the interest, information, and enlightenment of all people of the community.

In planning programs, PCCLD staff seek to ensure that the library's mission to offer free and open access to information from around the world is met. The following are among the most important general criteria in making decisions around program topics, speakers, and accompanying resources:

- Relation to library mission, annual and strategic goals, collections, resources, exhibits, and programs.
- Community needs and interests
- Availability of program space
- Treatment of content for intended audiences
- Presentation quality
- Presenter background/qualifications/authority in content area
- Budget and staffing resources
- Historical or educational significance
- Connection to other community programs, exhibitions or events
- Intended experiences for targeted audiences
- Intent to foster creativity, ingenuity, and entrepreneurship

Fees will not be charged for library programs or events except at the discretion of PCCLD's Executive Director or their designee.

PCCLD may co-sponsor programs and events with other agencies or may participate as a co-sponsor in programs as approved by the Executive Director or their designee. PCCLD sponsorship of a program or event does not constitute an endorsement of the content of the program or event or the views expressed by participants.

PCCLD also provides space for programs that are initiated by the public and held in the library's meeting rooms. Use of the meeting rooms is covered under the "Meeting Room Use" policy, and procedures for meeting room use are established by PCCLD's Executive Director or their designee.



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Library Programs and Public Relations

03.07.01-2 Requests for Reconsideration of Programs

The library welcomes expressions of opinion from customers concerning programming. Customer comments about library programs may be shared with staff directly, using the customer comment form or through the library's AskUs service.

Individuals may disagree with program content that does not support their own views or values on a subject or that are not compatible with their beliefs. Library staff is available to identify alternate programs that may be available. A formal, written request for reconsideration of programs may be submitted to the Executive Director. These forms are available at each location and will be considered in the same manner as requests for reconsideration of library materials.

PCCLD is not a judicial body. Laws governing obscenity, subversive content and other questionable matters are subject to interpretation by the courts. Therefore, no challenged program will be canceled based solely on a complaint of obscenity or any other category covered by law unless a local court of competent jurisdiction has entered an order requiring it to be canceled. No program will be knowingly offered that has previously been determined to be in noncompliance with the law.

The Executive Director and other library staff consider each formal request in terms of the criteria outlined in PCCLD's Program Selection Policy, principles of the ALA Library Bill of Rights and related statements, and other appropriate sources. The Executive Director will respond in a timely manner in writing to a customer's request for reconsideration. The response will indicate the action to be taken and reasons for or against the request. A program will be evaluated for reconsideration only once in a 12-month period.



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Library Programs and Public Relations

03.07.01.P1 Visits and Tours

Opportunities for school class, adult and community group visits and tours are encouraged and welcomed by PCCLD. Whenever possible, visits and tours should be arranged at least two weeks in advance. Visits and tours should be scheduled with either the supervisor (or his or her designee) of the Youth Services, Readers Advisory and Reference, Special Collections, or InfoZone areas at the Rawlings Library depending on the age and needs of the group. Visits and tours to PCCLD's other libraries should be scheduled with the supervisor or his/her designee at each location. If necessary, the supervisor may coordinate with other departments to expand the scope of the tour or to arrange personnel needed to conduct the tour.

PURPOSES:

To acquaint children and adults with the resources of the public library so that they will enjoy using it as a community resource.

To introduce children and adults to the library staff as individuals who are interested in helping them.

To stimulate an appreciation of information and all its formats and the joy of reading.

To create a pleasant, welcoming atmosphere in the public library.

TOURS AVAILABLE:

- A full tour of the Rawlings Public Library lasts 1-2 hours. It is recommended that full tours be planned for only those who are 3rd grade and older and those who are able to walk the 110,000 square feet of the building. Full tours include:
 - o Facts and information about the Rawlings Library Building.
 - o Walking through the shelving and explaining what items are in each area of the building.
 - o Answering general questions about the Library.
- Brief tours of the Rawlings Public Library can be arranged, and every effort is made to accommodate the specific needs of the group requesting the tour which may include research assistance or instruction.
- A tour of PCCLD's other libraries or a tour of a particular department or service area of the Rawlings Library (Youth Services, Reference and Readers Advisory, Special Collections, or InfoZone), lasts approximately one hour. Youth Services tours may include stories, and may be customized based on the needs of the group.



PUEBLO CITY-COUNTY Library District

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Library Programs and Public Relations

03.07.02 Public Relations

PCCLD is committed to maintaining an ongoing public relations program that promotes library services and resources to all its present and potential customers. This includes promoting community awareness of library services, stimulating public interest and usage of PCCLD libraries and programs, and developing public understanding and support of PCCLD.

It is the responsibility of:

- Each person on PCCLD's staff to help create a positive image of PCCLD by providing friendly and effective public service, and by communicating policy and procedures governing library services to customers.
- PCCLD's Executive Director or his/her designee to maintain contact with government officials, opinion leaders, service clubs, civic associations, and other community organizations in promoting library services and activities, to conduct periodic surveys of community members to assure PCCLD is responsive to the interests and needs of citizens, and to authorize PCCLD sponsorships of community programs, classes, exhibits and other activities that further the goals and mission of PCCLD.
- PCCLD's Community Relations staff to work with media outlets to keep the public aware and informed of PCCLD and to produce and distribute newsletters, brochures, and other promotional materials through regular mailing, on PCCLD's web site and bulletin boards, and through other effective methods of reaching the public.

See Also: [03.05.02](#) *Bulletin Boards, Information Racks and Distribution of Free Materials*
 [03.05.03](#) *Exhibits and Displays*
 [03.05.06](#) *Partnerships and Sponsorships*
 [03.07.01](#) *Library Programs and Events*



PUEBLO CITY-COUNTY Library District

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Library Programs and Public Relations

03.07.02.P1 Website Homepage Spotlight

The Community Relations Department will determine which events and/or programs are to be featured in the spotlight portion of the PCCLD homepage. Staff should forward to the Community Relations Department events and/or programs suggested for spotlighting on the library's homepage.

PCCLD's website spotlight is used to post current information. Only current events and programs will be posted on the library's homepage spotlight.

Posting too many events defeats the purpose of spotlighting. A maximum of five events and programs will normally be posted in the spotlight section of the homepage. Events and programs will be prioritized for spotlighting based on the investment made by PCCLD to the event or program, and by the potential audience size and interest.

All library events will be listed in the monthly PCCLD newsletter and posted on the "Upcoming Events" sidebar on the homepage.

PCCLD's homepage spotlights will feature library information only, and links to external businesses or organizations will not normally be included.



PUEBLO CITY-COUNTY Library District

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Library Programs and Public Relations

03.07.03 Communications

The CRO, with guidance from the Executive Director, has primary responsibility for communicating all information pertaining to the operations and activities of PCCLD. This is accomplished through the variety of communication tools currently available, as well as new communication technologies as they are developed.

Communication meeting any of the following criteria must have approval from the head of the of Community Relations department or his/her designee:

- communications bearing the name or logo of PCCLD;
- communications paid for with PCCLD funds;
- communications publicizing PCCLD activities intended for distribution to the public;
- communications with members of the press concerning PCCLD activities

This includes:

- publications, including print and electronic, including online publication through social media and other websites;
- print and broadcast advertising;
- photos, audio and video used to represent PCCLD to a mass audience or in any materials covered by the communication policy;
- press releases, media releases, and general correspondence with members of the press.

This does not include:

- regular internal communication,
- general correspondence (written or electronic).

The Executive Director may waive these requirements for certain projects.



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Library Programs and Public Relations

03.07.03.G1 Guiding Principles of Communication

PCCLD recognizes that effective communication is essential to providing high-quality customer service and publicizing the library's programs and services. The purpose of the Communications Policy is to affirm and promote the library's commitment to effective communication with its stakeholders. Communications with library customers, community members, governmental organizations and news media will be based on the library's Communications Plan and Guide. The Community Relations Office (CRO) will develop and implement the plan, as approved by the Executive Director, and work with PCCLD staff throughout the district to make sure the procedures are understood. Official communication of library positions, services, routine issues, activities, or events is the responsibility of the Director of Community Relations under the Executive Director's direction.

The CRO has a staff of professionals whose expertise includes: writing, graphic art, fundraising, video production, event planning and coordination, design and printing. These professionals are able to advise staff and produce materials that meet this policy. Other departments are strongly encouraged to work with CRO in planning communications to meet the communications policy, as well as to ensure that library resources are used in the most cost-effective manner.

The CRO only publicizes library events or partnership events. Events by other organizations can be posted on PCCLD's community bulletin boards with approval from the CRO, as well as in the community literature racks per the library's posting and literature distribution policies.

The Community Relations Office (CRO) uses the Communico system to promote programs. The graphic below is a simple graphic that demonstrates how requests to promote programs or events should be submitted to CRO. All employees hosting programs should follow these procedures to request and ultimately receive proper promotion:

Promoting your programs

Four points to keep in mind



DEADLINE

1st day of the month

It is now required that the program is entered into Communico by the programmer, then published by the branch or department manager.



MARKETING DESIGNATION

Request marketing

Global Feature: this is a feature used only for multi-branch, district-wide programs. This feature listing should be used in coordination with CRO to develop a marketing plan specifically for this event/program.

Branch Feature: These programs will receive posters, flyers, a newsletter listing, and an online calendar listing i.e. a recurring program or program using the monthly theme, or a one-time program).



NOTES FIELD

Requesting social media and or additional print assets

Branch Feature with a note: If social media is requested, within the notes field, add "Social Media Requested" and state the preference for the program to be posted to Facebook either 14 days or five days from the program date.

If specific marketing needs are required (i.e. flyers sent to every branch, bookmarks, or anything outside of what is provided within the Branch Feature), please add the words "Special Feature" in the notes tab and detail what is needed and by when.



PUBLISHING

Manager will publish

The branch or department manager will review then publish the program or event into Communico.

Library Programs and Public Relations

03.07.03.G2 Marketing Guidelines

The Community Relations Office (CRO) is here to help provide a variety of services and methods to make the promotion of programs, events and resources as successful and impactful as possible. As library employees, our mutual goal is to promote the library in a positive way so the community knows about the programs, services, and resources at PCCLD. These guidelines are intended to help the CRO strategically include program, service, or resource to district-wide marketing and all district communication channels, allowing the CRO to complete the greatest number of requests in the most effective and efficient fashion possible.

When promoting a resource or program, it is important to decide the best way to convey the information. It is also important to acknowledge that in a given month, PCCLD hosts hundreds of programs in addition to its current and ongoing services. When considering how to promote a program or service, it's important to be strategic with the marketing requests and take into account that not all programs, events, services, or resources are able to be given the highest level of marketing support.

CRO uses the Communico and HelpDesk platforms for staff to request marketing support. These platforms provide coordination, efficiency, and accountability around the marketing that is requested and ultimately fulfilled by CRO. Please remember that the marketing received will only be as good as the information received by CRO. When entering anything about an event or when asking for marketing support, it's important to provide all needed details about the event. To make a request, please include details, such as the title, date, time, location, presenter information, a brief description of the program, any logos and or images if applicable, and any information that is important to communicate to CRO and the greater public. It is also important to review the event details submitted to ensure the information submitted to CRO is accurate. Submit suggestions for graphics or photos if a specific image is wanted or needed. The CRO will view the content provided, and if necessary, discuss any changes that would benefit the promotion of the service or program.

When requesting marketing, library staff should plan programs and events a minimum of 30 days out from the event date. All events/programs must be entered into Communico by the 1st of the month prior to the month they are being held. This lead time allows the CRO to produce print and electronic pieces that have been through a proper design process, include all information in the library program guide, and schedule all district marketing in a strategic and timely fashion. The goal of CRO is to have all printed promotional and electronic materials available two weeks in advance of the event, program, or resource launch, which is in line with best practices for promotions.

Outside of monthly programs and events, the CRO requests a minimum of 30 days lead time before the marketing materials are needed (note: this is two weeks before marketing materials are needed, not the start of the event). On the rare occasion, there may be circumstances that require a greater length of time to complete a request. CRO recommends early conversations about publicity and marketing so a proper plan can be created in tandem with all library departments involved.

Requesting publicity materials from CRO

STEP 1: All Programs and events should be included in the library's online calendar

Marketing requests should start with the determination of including the program, event, or resource in the online calendar. PCCLD utilizes the web-based system, Communico, to coordinate a district-wide, public-facing calendar of library events. The online calendar must be used when marketing a program or event that is held on a certain date or time. All programs and events must submit marketing requests via Communico. If marketing materials are not submitted via Communico by the monthly deadline and marketing is requested outside of the Communico system, CRO will not fulfill these requests. Using the correct system and respecting deadlines is needed to ensure that all marketing throughout the district is completed in an accurate, timely, and effective way.

STEP 2: Requesting marketing materials using the Communico calendar.

Programs and events should be entered into the Communico calendar system by the first of the previous month. This provides enough time for patrons to view the program in the online calendar and allows adequate time for promotional materials to be completed. All calendar submissions must be entered into Communico fully published and approved by the 1st of the previous month to be included in any district marketing (i.e. all programs entered for the month of May must be completed by April 1st). It is important to have all needed and accurate information submitted to the online calendar including a clear program/event description, time, date, age group, event type, contact information, and location are just some of the details to be included in the request to ensure marketing materials are accurate and sufficient.

The first day of the month is the marketing submission deadline for the following month. By the end of the day on the 1st of the month, all information should be entered, accurate and published/approved in Communico. If the first of the month falls on a Saturday, Sunday or holiday, events/programs should be entered into Communico prior to these dates.

Each event should have a review process before being approved and ultimately published. It will be the responsibility of the individual entering their program or event and their manager to have all necessary and accurate information before the program or event is published to the online calendar and submitted for CRO to complete marketing materials.

Using Featured Event Listing: A simple selection within Communico's "featured event listings" allows the program to receive and request marketing. If an event does not have a selected "Featured" program setting, the event will be published within the online calendar and the newsletter, requested by the marketing deadline. Below details featured listings and what feature listings receive when indicated:

- **No featured listing:** online calendar and newsletter only.
- **Global Feature:** this is a feature used only for multi-branch, district-wide programs (i.e. multi-branch Summer Reading Programs). This feature listing should be used in coordination with CRO to develop a marketing plan specifically for this event/program.
- **Branch Feature:** These programs will receive posters, flyers, a newsletter listing, and an online calendar listing (i.e. a recurring program or program using the monthly theme, or a one-time program).
- **Branch Feature with a note:** If social media is requested, within the notes field, add “Social Media Requested” and state the preference for the program to be posted to Facebook either 14 days or five days from the program date. If specific marketing needs are required (i.e. flyers sent to every branch, bookmarks, or anything outside of what is provided within the Branch feature), please add the words “Special Feature” in the notes tab and detail what is needed and by when.

If live streaming, a photographer, or a videographer are requested, this must also be noted within the notes feature by adding the text, “Live Stream Requested, Photographer Requested, or Videographer Requested.” These text notes will denote a need for this additional service and a member of CRO will contact the requesting person to coordinate details. Please note that adding this request to your event, does not mean that this request is approved. The CRO will determine if this request is able to be fulfilled.

STEP 3: Requesting marketing for resources, services, or follow up from an existing marketing request

All program and event marketing must be submitted via Communico. However, marketing requests for new resources - services, collections, databases, or other items that do not have necessity to be listed in the online calendar must be submitted via the Help Desk. When making a request via the HelpDesk, select the Community Relations Department under the “Group” tab. It is important to include all relevant details to ensure CRO will be able to successfully promote the resource or service efficiently and effectively.

The HelpDesk request system can be used to request follow-up marketing materials (i.e. a need for additional flyers or program guides from the initial request).

Understanding Digital Marketing at PCCLD

Social media is a tool that can be used to promote programming and events. It is also a tool that PCCLD can use for featuring library services, facilities, special features, branding awareness, fundraising, and other needs of the district.

Social media post requests should be limited to four post requests per month per department/branch; any additional post requests will be considered on a case-by-case basis by CRO. Posts will be scheduled either two weeks (14 days) or five days in advance of the program to allow for consistent scheduling. Social media requests will not be accepted via the HelpDesk ticket system and will only be accepted via Communico events published by the monthly marketing deadline. Only one post per event will occur. If an event is district-wide, CRO will determine the frequency and post type.

All social media pages must be managed and created by CRO. The CRO is the approved public information source, no external social media page(s) should be created outside of the department and should not attempt to be the official voice of PCCLD. All library programs, events, and resources should be publicized within an existing PCCLD created social media page, no program, event, or resource should have its own social media page unless approved by CRO.

PCCLD has several social media channels that are used to promote PCCLD's services, events, and resources. These channels include:

- **Facebook (PCCLD, district-wide page):** This page is the district brand of PCCLD and will be used to post only district-wide events, district-wide programming (i.e. heritage month programming that is district wide, kickoffs, etc.), library services, collection items, branding, fundraising activities, etc. This page is under the discretion of the CRO.
- **Facebook (Individual branch pages):** These pages should be used as a branch specific tool. These pages will be the pages that will list branch marketing requests. These pages will also receive some district-wide postings (i.e. closures, service updates/additions, fundraising activities). The post requests for branch programming will come solely from the submissions in Communico. Tags, likes, and shares on all Facebook pages are under the discretion of the CRO.
- **Instagram (PCCLD, district-wide page):** This platform only has a PCCLD district presence. This page will be treated the same as the PCCLD Facebook page. There are no branch pages for Instagram and this is because Instagram is not a bulletin board for all events. Instagram should be used as a branding and awareness platform where PCCLD can post reels, pictures from events, and gain awareness of PCCLD overall. This platform is under the discretion of the CRO.
- **X (Formerly known as Twitter):** This platform is primarily used to convey messages from the district as an organization (i.e. new programs, announcements, press releases, etc.) PCCLD utilizes this platform to distribute messages that can be noted by the communications community. This platform is under the discretion of the CRO.

PCCLD's Website can be used to display information and market PCCLD featured programs, services, and resources. The PCCLD website is designed to feature three or four items at a time, the space available is finite. These items and what is featured is under the discretion of CRO. These featured areas will contain information including the monthly PCCLD theme(s), library services, databases, and/or special announcements/features.

Email blasts are used to promote the monthly library program guide and specific-interest programs and services to a list of email subscribers, library donors, and active Friends of the Library members. Eblasts, their content and frequency is under the discretion of CRO.

Live Streaming, photography, and videography are methods and functions that the CRO uses to publicize and market library programs, services, and events. Library staff may request live streaming, photography, and videography to be fulfilled by the CRO. Please note that not all requests can be fulfilled, and the CRO will ultimately determine if this is a viable request.

News Media and Media Releases

Media releases can be requested for major events that impact the district as a whole, or attract a wide audience.

Special Note: If requesting a Press Release, the program/event host and/or the manager must make a request via the HelpDesk system. This request must provide detailed information about the program or event including a description of the program, event, or service, biographical information about the presenter, how the program will benefit the participants, and any other information that will make this newsworthy to the media (newsworthy means the program or service is about a current issue or timely topic that's relevant to the community). This information can be submitted in bullet points, in complete sentences or as a narrative.

Paid Advertising

Paid advertising is used to promote specific-interest programs and services outside of PCCLD owned marketing and communication platforms and is information released to the media. Paid advertising is up to the discretion of CRO.

PCCLD's Community Relations Department

The CRO is housed in the Administration Wing on the 3rd floor of the Rawlings Library, located at 100 E. Abriendo Avenue. The hours of the department are 8:00 a.m. to 5:00 p.m., Monday through Friday, and evenings and weekends when called for by special events and other library programs. All PCCLD staff are encouraged to email, call or make an appointment for face-to-face meetings to discuss any issues or provide feedback.

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PUEBLO CITY-COUNTY Library District

www.pueblolibrary.org

Resources

03.08.01.R1 Resource Documents

Americans with Disabilities Act (ADA)

<http://www.ada.gov/>

Children's Internet Protection Act (CIPA)

<https://www.ala.org/advocacy/advleg/federallegislation/cipa>

Code of Ethics

<https://www.ala.org/united/sites/ala.org.united/files/content/trustees/orgtools/policies/ALA-code-of-ethics.pdf>

Code of the City of Pueblo

https://library.municode.com/co/pueblo/codes/code_of_ordinances

Colorado Revised Statutes

<https://leg.colorado.gov/agencies/office-legislative-legal-services/colorado-revised-statutes>

Colorado Talking Book Library

<http://www.cde.state.co.us/ctbl/>

Confidentiality of Library Records

<https://www.ala.org/advocacy/intfreedom/statementspols/otherpolicies/policyconfidentiality>

Copyright Law

<http://www.copyright.gov/title17/>

Freedom to Read Statement

<https://www.ala.org/advocacy/intfreedom/freedomreadstatement>

Freedom to View Statement

<https://www.ala.org/advocacy/intfreedom/freedomviewstatement>

Friends of the Pueblo City-County Library District

<http://booksagain-pueblo.com/friends.html>

Guidelines for Developing a Library Privacy Policy

<https://www.ala.org/advocacy/privacy/guidelines>

Guidelines on User Behavior

<https://www.ala.org/advocacy/intfreedom/guidelinesdevelopment>

Intellectual Freedom Handbook

https://cal-webs.org/IF_Handbook

InterLibrary Loan Code for the United States (2008) and supplemental statement

http://www.ala.org/Template.cfm?Section=InterLibrary_Loan&template=/ContentManagement/ContentDisplay.cfm&ContentID=31579

Interpretations of the Library Bill of Rights

<https://www.ala.org/advocacy/intfreedom/librarybill/interpretations>

Library Bill of Rights

<https://www.ala.org/advocacy/intfreedom/librarybill>

Library-initiated Programs as a Resource: an interpretation of the Library Bill of Rights

<https://www.ala.org/advocacy/intfreedom/librarybill/interpretations/programsdisplays>

Planning for Results Library Service Responses

<http://www.lrs.org/documents/cor/PFRsvcreponses.pdf>

Public Library Standards for Colorado

<https://www.cde.state.co.us/cdelib/standards/index>



PUEBLO CITY-COUNTY Library District

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Resources

03.08.01.R2 Legal Citations

The violation of any federal or state statutes or local ordinances on the premises of a PCCLD library will also be regarded as a violation of PCCLD's Customer Code of Conduct. The laws and ordinances that follow are cited only as examples (See [03.08.01.R1 Resource Documents: Children's Internet Protection Act \(CIPA\)](#), *Code of the City of Pueblo, Colorado Revised Statutes*).

Guidelines Offense	Federal	Colorado Revised Statutes	Code of the City of Pueblo
Alcohol or Drugs		12-47-901 25-1-310(1)	11-1-207(b) & (c)
Animals			11-4-15(a)
Disruptive Behavior		18-9-106(1)	
Distributing Leaflets			7-3-21 7-3-22 7-3-24
Harassment		18-9-111(1) 18-3-206 (Menacing) 18-9-117(1)(c) 18-7-301(1) 18-7-302(1)	11-1-206
Internet	Children's Internet Protection Act (CIPA)	24-90-601 through 24-90-606	
Obscene/ Vulgar language		18-9-106(1)(a)	
Panhandling, Loitering, Selling or Soliciting		18-9-117(1)	11-1-202
Privacy		24-90-119 (Privacy of User records) 24-72-204(2)(a) (Public Records Act)	
Refusing to Leave		18-9-110(3)	11-1-406
Removing Materials without checking them out		18-4-401 24-90-117	11-1-407
Skateboarding or Skating		18-9-117 18-4-501(1)	15-1-8(17) 1415
Smoking or Chewing Tobacco			7-6-2(a) 7-6-1 to 7-6-14
Sexual Conduct		18-3-404(1.7) 18-7-301(1) 18-7-302(1)	11-1-206
Vandalism		18-4-501 18-4-509(2) 24-90-117	11-402(a)
Weapons		18-9-106(1)(f) 18-12-105(1)	11-1-601 11-1-705(a)